



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Executive Assistant	
Position Number(s)	Community	Division/Region(s)
37-1101	Fort Simpson	Deh Cho

PURPOSE OF THE POSITION

The purpose of the position is to provide administrative and office management support to the Chief Executive Officer and to the Public Administrator to ensure that the functions of the Authority are carried out effectively and efficiently in accordance with the policies, procedures and directives. The incumbent works closely with the Chief Executive Officer (CEO) in preparing, organizing and monitoring several committee activities and is involved with special projects. The incumbent also provides administrative and clerical support for the Senior Management staff as required.

SCOPE

This position is located at the Deh Cho Regional Office. One Administrative Assistant reports to the Executive Assistant. The incumbent provides mentorship to the Authority's Administrative Assistants, Clerk Interpreters and Clerk Receptionists. The incumbent is expected to anticipate and prepare for the CEO needs and affairs, which requires discretion and an understanding of the relationships between the Department of Health and Social Services (DHSS) divisions, Northwest Territories Health and Social Services Authority (NTHSSA), Community Governments and Non-government Organizations (NGO). The position is the primary contact for the Public Administrator, CEO, Senior Management and the Public. Duties involve highly confidential and sensitive information such as personnel matters, medical and labor related issues, grievances, lawsuits, client complaints, financial information, and confidential Board activities.

The incumbent provides leadership to all Administrative Support Staff within the Authority, including setting standards for production of written documents, in accordance with

established visual guidelines, establishing mail and document tracking policies and procedures, and ensuring the GNWT-wide standards and regulations are adhered to the with Administrative Records Classification System (ARCS) & Organization Records Classification System (ORCS)

The incumbent is the first point of contact for the CEO's office with the Public and is frequently called upon to exercise judgment with screening telephone calls, determining items which take precedence, and making morale commitments, on behalf of the CEO. The CEO relies upon the Executive Assistant to make decisions about what meetings take priority, ensure all requests for meetings are appropriately addressed, and to ensure that background documentation is available when meetings are scheduled. The Executive Assistant keeps track of all correspondence and ensures that documents prepared by Senior Management are thorough, well-written and clearly presented. The Authority's credibility and that of the CEO depend upon timely response to correspondence, and production of documents that are grammatically accurate and comply with the Deh Cho Region visual identity and communications protocols.

RESPONSIBILITIES

1. The Executive Assistant provides administrative and clerical support for the CEO and Senior Management.

- Coordinates all administration for the CEO's office
- Coordinates and schedules appointments, meetings and conferences, as well as travel arrangements, for the CEO and Senior Management staff
- Communicates CEO's instructions to the appropriate personnel
- Screens telephone calls and visitors, and responds to requests for information
- Drafts correspondence, reports and presentations for the CEO
- Formats and finalizes correspondence for the CEO and/or Senior Management signatures
- Provides an administrative contact point for the Authority, for internal, intergovernmental and public inquiries
- Maintains an efficient filing system for the Authority, develops and recommends office procedures and systems, analyzes and resolves office administrative and procedural issues
- Receives, reviews and prioritizes all correspondence received for the CEO and/or distributes to appropriate Senior Management staff
- Composes routine correspondence, proofreads, edits letters, and facilitates the preparation of forms, documents and letters for signature using the same letter format throughout the Authority
- Prepares and distributes meeting materials, records minutes, edit and distribute minutes for the Senior Management staff
- Utilizes desktop publishing software to design certificates, cards, badges etc. as required including facilitating the production of the quarterly Authority Newsletter
- Provides administrative support for internal and/or external meetings as requested

- Ensures contracts, such as contribution agreements, service contracts etc. are signed, witnessed and submitted to the Finance Staff in a timely manner
- Obtains, reviews, codes and submits invoices for signature and forwards invoices, Performance Development Initiative Application requests and other financial documents to appropriate Finance Staff
- Receives, dates and forwards in a timely manner to appropriate individual(s), Human Resource related documents as job offers, amendments, extensions, transfers etc. that require CEO's signature
- Maintains current files on the SharePoint Web Site and facilitates use of the site by CEO and Senior Management
- Receives, screens and forwards inquiries and complaints from the General Public, NGO, DHSS, and Members of the Legislative Assembly, and ensures the CEO is made aware of inquiries and complaints; secure and coordinates information for responses
- Ensures that 'Bring Forward' (BF) files are systematically maintained and identify matters of priority, for attention of the CEO
- In collaboration with the Coordinator, Risk Management and Planning' employee maintains and evaluates the Deh Cho Region-wide program and processes for effectiveness, by using the current Risk management improvement methods
- Ensures that correspondence is followed through in a timely manner
- Liaises and collaborates with the CEO, Senior Managers and Program Managers, to ensure timely and accurate preparation of briefing documents and/or follow up on current issues
- Schedules and organizes meetings and appointments; books meeting space; drafts agendas; prepares and distributes meeting materials; records minutes and prepares arising action list and status reports for follow-up items and permanent records (on a regular and as and when required) for the following Leadership Groups:
 - o Public Administrator
 - o Deh Cho Region Senior Management
 - o Committees, as appropriate
- Retrieves specific correspondence from files when required
- Ensures Senior Managers are made aware of inquiries, complaints and issues requiring their attention
- Completes CEO, and Senior Managers travel arrangements, registers participants for conferences and events as required.
- Provides Access to Information and Protection of Privacy (ATIPP) information to clients and Deh Cho Region partners on behalf of the Authority as required and acts as a resource and provides advice to the Deh Cho Region on routine disclosures and the Act in general.
- Ensures the Deh Cho Regional Office reflects a positive and professional image through effective communication, protocols, policies and procedures

2. The Executive Assistant provides administrative support to the Public Administrator.

- Handles confidential incoming mail, and distributes to CEO, and Public Administrator
Coordinates the preparation of correspondence for the signature of the Public Administrator
- Coordinates quarterly public meetings including preparation and distribution of meeting materials, books travel, arranges for meeting space, drafts agendas, records minutes and prepares business arising action list, status reports for follow up items and permanent records on a regular and as required basis for the Public Administrator.
- Coordinates the Authority's Annual General Meeting including preparation and distribution of meeting materials, books travel, arranges for meeting space, drafts agendas, records minutes and prepares business arising action list, status reports for follow up items and permanent records on a regular and as required basis for the Public Administrator.
- Completes Travel Authorization and Expense Claim and Honorariums, for the Public Administrator and processes for payment upon submission
- Coordinates, prepares and submits advertising required for the Public and Annual General Meetings
- Tracks and reports Public Administrator expenditures on a quarterly basis to the CEO

3. The Executive Assistant provides administrative support for Deh Cho Region Physician recruitment.

- Acts as an initial point of contact for physicians who will be working with the Deh Cho Region, providing information and navigation on the processes for hiring, either on a locum or standard physician contract
- Supports the recruitment program for locum and permanent physicians, in consultation with the CEO, Senior Managers, and Medical Director
- Coordinates Physician privileges working with external referees, credential committees, licensing bodies and other regulatory agencies
- Ensures contracts documents are signed off, licensing and credentialing forms are completed prior to the Physician arriving for work
- Ensures Travel Authorization, Expense Claims and Invoices for Physicians are completed and submitted for payment in a timely manner to Finance
- For permanent physicians manages and tracks the quarterly physician schedule, manages physician leave and benefits in collaboration with Human Resources.

4. The Executive Assistant provides leadership and support to Administrative Support Staff within the Authority.

- Provides advice and support to the Administrative Support Staff within the Authority
- Provides training and support to the Administrative Support Staff i.e. ORCS/ARCS
- Supervises maintenance of filing system in accordance with ORCS/ARCS standards, and ensures that correspondence is properly filed
- Contributes to the screening process for casual Administrative Support Staff

5. The Executive Assistant facilitates Special Projects for the CEO as required.

- Coordinates, oversees and/or manages special projects and events as required
- Researches, analyses, complies and writes special reports
- Drafts budgets and tracks expenditures for special events
- Liaises and collaborates with the CEO, Senior Managers, Unit Managers for follow-up, monitoring progress on projects for timely completion

WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

Physical Demands

There is occasional physical effort required for this position. The incumbent is expected to work on the computer approximately 65% of the time, which can cause eye and muscle strain. Moving of necessary materials to site for Meetings requires physical lifting. Retrieving and filing archival materials requires movement of heavy boxes.

Environmental Conditions

The incumbent works in a reasonably comfortable office environment. There is the need for occasional travel outside of the office on foot, via motorized vehicle or small aircraft.

Sensory Demands

Long periods of intense concentration, reviewing data and information as required in an environment that may not easily facilitate ease of concentration.

Mental Demands

Recurring and frequent interruptions of tasks and frequent exposure to situations and workload may lead to high levels of stress. Incumbent is required to manage several tasks at a time on a regular basis. A high level of concentration and attention to detail is required a majority of the time. Responsibilities often entail deadlines with short notices or numerous changes. Public inquiries can be of an emotional nature from distressed individuals which may lead to stress and requires tact. The incumbent is privy to considerable amounts of information, some which is extremely confidential; there is a need to be constantly aware of confidentiality concerns and the need to be discreet. Extenuating circumstances occasionally require the incumbent to work outside of normal working hours. Authority development and evolution may lead to high levels of stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the administration and services offered by the Authority
- Knowledge of Robert's Rules of Order and the NWT Model of Trustee Leadership
- Knowledge of software programs including Microsoft Office Word, Excel, Outlook and

- publishing software
- Organizational, analytical and research skills
- Ability to prioritize, multi-task and problem solve independently
- Work under pressure and with deadlines
- Ability to understand and carry out detailed instructions
- Ability to concentrate and listen for lengthy periods of time
- Ability to record, format and compile information accurately
- Ability to take and transcribe Minutes; ability to type 60 words per minute
- Ability to interact at a Senior Management level, which requires sensitivity, effective and concise thinking and confidentiality
- Ability to communicate effectively in writing and verbally to a variety of audiences with varying levels of background, knowledge and education
- Ability to maintain confidentiality
- Ability to maintain a high degree of tact, discretion, and diplomacy in a fast paced often changing environment is critical
- Familiarity with Health and Social Services terminology
- Familiarity with the ARCS and ORCS filing system, in accordance to the GNWT-wide legislation

Typically, the above qualifications would be attained by:

Diploma in Office Administration with supervisory and computer courses or equivalent training and work experience; certification in the Management Studies Program from a recognized institution; business Diploma or Grade 12 with additional Administrative Studies; 3 years' experience in an administrative professional role.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one)

- ☐ French required
- ☐ French preferred
- ☒ French not required