



## Job Description

### IDENTIFICATION

Position Number	Position Title	
X-02-02-EXEA-1010	Executive Assistant Practitioner Recruitment Communications Coordinator	
Department	Position Reports To	Site
Executive	Chief Executive Officer	Hay River Health & Social Services Authority

### PURPOSE OF THE POSITION

The Executive Assistant (EA) provides a full range of highly skilled administrative support services such as analytical, public relations, marketing, communications and designated research support to the Chief Executive Officer and Public Administrator of the Hay River Health & Social Services Authority (HRHSSA). The EA also maintains an effective communication strategy and marketing plan, and provides a direct linkage between the HRHSSA and the Health and Wellness Foundation of Hay River. The Executive Assistant carries out these functions in accordance with the Authority's policies and procedures, the GNWT Acts and Regulations, and the applicable policies and procedures, best practices and own judgment.

The EA is responsible for planning, developing and implementing effective marketing plan, to include recruitment and retention initiatives, and the direct management of Practitioners (Physicians and Nurse Practitioners), to ensure there is a stable and consistent workforce of Practitioners within Hay River and within the NWT Health and Social Services system. The position is responsible for managing all details related to Practitioner staffing and services, including employment documentation, contract administration, credentialing, licensing and resolution of Practitioner concerns.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty clinics including Diabetes programming; Social Programs

(Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The EA is located at the HRHSSA and reports directly to the Chief Executive Officer. The HRHSSA provides services to Fort Resolution, Enterprise, Kakisa, Fort Providence, Fort Smith, Fort Simpson, Hay River, Hay River Dene Reserve and other northern communities.

This position is the initial point of contact with the public, media, Government departments, health care providers, Health and Social Service Authority's and other government and non-government agencies. This position controls the information flow and is responsible for the re-direction, collection and management of incoming information, and preparation and direction of outgoing information.

The EA works directly with the Chief Executive Officer and works closely with the Medical Director and the Manager of Primary Care and Community Health Services in coordinating Practitioner recruitment and managing Practitioner scheduling and administrative affairs, as per the HRHSSA Practitioner Resource Plan and Marketing Plan. The position also works with NWT Medical Association, the Department of Health and Social Services Registrar of Professional Licensing, the Stanton Territorial Health Authority Credentialing Committee, NWT Registered Nurses Association, and the Department of Health and Social Services.

The EA is an experienced professional who is responsible for the management of Practitioner staffing initiatives and locum budgets for the Hay River Health and Social Services Authority. The position is responsible for all phases of the recruitment and screening up to six (6) family practice physician positions, three (3) Nurse Practitioners positions and the maintenance of a pool of locum Practitioners to ensure consistent Practitioner services in the Authority. The position will take the lead role in the continued development of an advertising and marketing campaign for Hay River Practitioners.

In addition, the position is responsible for maintaining a variety of statistical information for the Chief Executive Officer on a monthly and adhoc basis.

## **RESPONSIBILITIES**

- 1. Provides highly skilled administrative support to the Chief Executive Officer and Directors, along with the Public Administrator, to ensure the efficient operation of the Executive Offices.**
  - Independently or in cooperation with others, researches and develops correspondence, presentations, reports, protocols, policies and procedures for the Public Administrator, Senior Management Team, Government, and/or other outside agencies.
  - Organizes documentation and makes arrangements for public consultation meetings, training and workshops, annual general meetings and special meetings of the Public Administrator.
  - Updates and maintains the HRHSSA Corporate Bylaws, Governance Policies and Medical Staff Bylaws, Rules and Regulations.
  - Handles administrative inquiries from other agencies; such as, Health Authorities, Government departments, general public, internal staff, clients, etc.
  
- 2. Provides highly skilled administrative services and support to the Chief Executive Officer, Medical Director and Public Administrator in accordance with policies and procedures, best judgement/own initiative and direction from the Chief Executive Officer to ensure the efficient operation of the Executive Offices.**
  - Researches issues and prepares reports on topics of interest to the Chief Executive Officer, the Medical Director and the Public Administrator.
  - Manages incoming calls, visits and appointment schedule for Chief Executive Officer.

- Prepares, enters and submits all payroll data efficiently and accurately for the positions of the Senior Management Team.
  - Assists with the establishment and ensures the maintenance of the Executive Office records management system.
  - Makes travel arrangements, establishes itineraries, completes financial documentation and processes travel claims for the Chief Executive Officer.
  - Provides administrative support to the members of the Senior Management Team as required.
  - Processes and codes invoices, and has signing approval for the following budgets: Board of Trustees, Executive Offices, General Administration, Physician Services and Communications
  - Manages all aspects of funding for locum services
  - Manages orientation program for Practitioners
  - Reacts to Practitioner staffing challenges by allocating financial resources appropriately
  - Processes mail and facsimiles for the Executive Offices.
  - Provides a direct linkage between the HRHSSA and the Health and Wellness Foundation of Hay River by providing administrative support to the Chairperson and/or the HRHSSA Chief Executive Officer as required.
- 3. Provides highly skilled administrative services and support to various internal committees in accordance with Organizational policies and procedures and individual committee terms of reference.**
- Prepares the meeting notification, agenda, correspondence and minutes, and is the recording secretary for the Senior Management Team, Management Team, Pension Advisory Committee and Pension Plan Committee.
  - Prepares the meeting notification, agenda, correspondence and minutes, and is the recording secretary for internal committees on an ad hoc basis.
  - In conjunction with the Human Resources department, purchases all employee retirement gifts and organizes farewell events, in accordance with the Retirement Policy.
- 4. Manages special projects as delegated by the CEO.**
- A variety of projects will be assigned as the need arises. This could include assisting with strategic planning initiatives or policy development. These projects will often have an organizational wide impact.
  - Works with the CEO, the Senior Management Team and the Public Administrator to keep the communication plan current, serving as the Communications Coordinator for various communications projects such as the Annual Report.
  - As formally appointed Marketing and Communications Coordinator, the EA provides a direct link to the media on behalf of the HRHSSA; reviews and approves all outgoing messaging for the Organization such as advertising, public notices, articles, etc.; is notified and approves all media interviews for the HRHSSA; ensures all Organizational messaging is consistent in both format and accuracy; manages the internal closed circuit information screen; and assists with proofreading and editing for those drafting both external and internal messaging.
  - Manages the public website for the HRHSSA and works directly with Managers, Supervisors and the webhost to maintain the site, and keep it current and engaging.
  - Manages the information on the HRHSSA SharePoint site and works directly with Managers, Supervisors and the Manager of Information Services to keep it current and purposeful.
- 5. Plans, develops, implements and maintains Practitioner recruitment and retention strategies and initiatives by working with stakeholders to ensure that the strategic goals and objectives are realized for the Authority.**

- Sets Practitioner recruitment goals and objectives in consultation with the Chief Executive Officer and the Medical Director, as per the HRHSSA Practitioner Resource Plan.
- Initiates recruitment plans and activities to ensure the needs and requirements of the Authority are achieved.
- Executes recruitment plans by aggressively recruiting well-qualified candidates from a variety of sources.
- Provides market information and perspectives to assist in the development of Practitioner recruitment and retention initiatives.
- Develops and maintains positive relationships with major stakeholders, and regularly follows-up with current and prospective Practitioner candidates.
- Actively participates in human resource planning activities and identifies goals and targets for recruiting and retaining Practitioners, based on best practices.
- Implements the recruitment process including performing initial contact, assessment and screening, interviewing candidates, ensuring reference checks are completed, arranging for prospective candidates to travel to Hay River for interviews and site visits, and potential relocation.
- Performs long-term forecasting processes to identify gaps, needs and trends that will be used to develop long-term Practitioner resources, goals and strategies.
- Preparing and distributing recruitment ads, preparing packages for competition panels, scheduling interviews and on-site visits of candidates, making travel and accommodation arrangements, and maintaining Practitioner recruitment files and records.
- Coordinating the physician privileging process including working with external referees, credential committees, licensing bodies and other regulatory agencies.
- Processing signed contract documents ensuring that all required credentialing forms are obtained.
- Preparing contract documents, forwarding offers of employment to candidate, and responding to inquiries related to the terms and conditions of employment.
- Coordinating air travel and local accommodations for Practitioners
- In consultation with the CEO and/or Medical Director maintaining the Physician Orientation Manual, arranging for orientation of new Practitioners, and ensuring that the Privilege Letter is circulated to all necessary departments.

**6. Maintains an on-going pool of Practitioner resources to ensure consistent Practitioner services for the Authority.**

- Develops, implements and coordinates a listing of family practice physicians and Nurse Practitioners who would be available to provide short term services for the Authority.
- Develops and manages the process for acquiring the services of short-term Practitioner locums to provide services in Hay River.
- Develops a recruitment strategy for permanent Practitioners.
- Arranges travel and accommodation services for all Practitioners.
- Provides CEO and the Medical Director with regular information on candidates available for short-term relief and term positions.
- Keeps accurate statistics for monitoring and reporting that will be used by Management to aid in decision-making and to provide direction on Practitioner strategies and related.

**POSITION ROLE IN CLIENT & STAFF SAFETY:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- < Administrative and secretarial procedures to manage the office and ensure efficient and effective functioning of the Executive Office, CEO, Public Administrator and other groups.
- < Hay River Health & Social Services Authority policies and procedures to ensure compliance.
- < The NWT health care system and is able to relate to, work with and understand the needs of those working within the system and utilizing the system.
- < Working knowledge of research methods in order to participate in a variety of projects, often of a politically sensitive nature.
- < GNWT & Department of Health & Social Services' policies and procedures related to marketing, communications, Practitioner recruitment and retention.
- < Knowledge of the demands placed upon family practice physicians and Nurse Practitioners, considering the unique circumstances surrounding the delivery of primary care in the NWT.
- < Knowledge of recruitment and retention techniques and practices.
- < Sound knowledge and ability to create and implement marketing campaigns directed towards the recruitment of Practitioners.
- < Ability to design well thought out programs directed towards the recruitment and retention of Practitioners.
- < Knowledge of physician labour law.
- < Excellent interpersonal skills, with the ability to interact comfortably, professionally and with enthusiasm with Practitioner candidates and others.
- < Ability to record and report detailed employment information and statistics accurately and consistently.
- < Excellent knowledge of Hay River, the Northwest Territories and its' communities.
- < Ability to communicate effectively, both verbal and written.
- < Strong analytical and problem solving skills.
- < Ability to complete a number of concurrent tasks in an organized and timely fashion within established time lines.
- < Proven ability to work in a team atmosphere.

### **Skills:**

- < Advanced computer skills (word processing, spreadsheet, database, presentation, graphics and desktop publishing software), Internet use and research, and e-mail in order to prepare documents and communicate with the appropriate people.
- < Excellent written and verbal communication skills to communicate effectively and efficiently.
- < Excellent time management and organizational skills to be able to prioritize simultaneous work assignments in an environment where situations change rapidly.
- < Project management skills to coordinate and produce projects on time.

### **Abilities:**

- < Ability to work with a diverse group of professionals in a team environment
- < To work under pressure, handle multiple tasks, meet deadlines while displaying a calm and professional manner.
- < To effectively prioritize and manage a workload based on competing demands and deadlines

- < Multi-task a variety of on-going and ad hoc projects
- < Maintain a high degree of confidentiality
- < Motivated, continuous learner
- < To work independently with very little guidance and/or supervision
- < Solve problems independently
- < Strong interpersonal skills
- < Cooperative, tactful, professional and maintains confidentiality at all times
- < Sensitive to the geographic and cultural diversity of the NWT
- < To develop a network of resources within and outside the organization
- < To manage conflict situations in a professional manner
- < To interact with staff at all levels in a fast paced environment while remaining flexible, proactive, resourceful and efficient with a high degree to professionalism and confidentiality.

### **EDUCATION AND EXPERIENCE**

The knowledge, skills and ability is usually acquired through the successful completion of a recognized two year office administration program or post secondary degree in Business Administration or Communications and five years related administrative and project management experience working in a multi-cultural health care environment. These skills are also acquired through a successful and demonstrated history of senior management experience gained by broad administrative and project management experience working in a health care environment or government setting.

### **WORKING CONDITIONS**

A number of the duties require the incumbent to remain seated and at the computer for prolonged periods of time which may cause muscle and eye strain. There may be times when the incumbent is requested to remain at the office after hours to complete urgent work or attend a meeting, which may cause fatigue. There is significant amount of computer and telephone work.

### **Environmental Conditions**

The environment is busy and there are often conflicting demands and many distractions. The incumbent must be self-directed and able to work under pressure and exercise sound judgement. The incumbent may be requested to work off site (i.e.: public forums, Executive meetings, etc.) for specific projects.

### **Sensory Demands**

The incumbent will need to proofread outgoing correspondence and will occasionally sign on behalf of the Chief Executive Officer and will thus require excellent accuracy. The position entails extensive use of the computer screen which may cause eye strain. The frequent disruptions in the work environment require a high level of concentration. The interruption of the telephone and urgency of certain calls require excellent hearing and sound judgement regarding decisions.

### **Mental Demands**

Under normal working conditions, this position will experience a moderate amount of mental stress, as the incumbent will constantly deal with outside agencies, Government departments and competing internal demands. There will be frequent instances in which the incumbent will face tight deadlines and urgent situations, which significantly increase the level of stress of the position.

**CERTIFICATION**

**Position Number:**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

**“The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.”**

Revised: October 2006  
April 2011 – scope & position role in client safety  
Revised: May 2011  
Revised: March 2012  
Revised: December 2015  
October 2016 – scope, editorial changes