



Administrative Assistant- Community Counselling Casual- No guarantee of hours

JOB SUMMARY:

The Administrative Assistant is a member of the Community Counselling team that provides process support, word processing, client database entry and management (excel, access), inventory/supply management, payroll, and administrative support to the multidisciplinary team at Community Counselling Services. The incumbent also acts as administrative support for clients that are served at community counselling including administrative maintenance of client records in the context of GNWT standards of practice and in compliance with Hay River Health & Social Services Authority (HRHSSA) processes, policies, and procedures. The incumbent is the first person that clients, family of clients, community agencies, and Authority staff interact with and as such they are pivotal in providing diverse communication to persons served in the delivery of various community counselling programs.

JOB QUALIFICATIONS:

- The incumbent must be able to type 60 words per minute and must be efficient in a variety of word processing, spreadsheet, data collection and information exchange software programs.
- Knowledge and understanding of the community demographics, values, culture, and history.
- Knowledge of the different referral agencies/services available within the NWT (and community) for those individuals who require alternative referrals.
- Ability to draft written documents, which are clear, concise and easy to understand by both professionals and non-professionals.
- Knowledge of and ability to network resources within and outside the Hay River Health and Social Services Authority to ensure support for clients and their families.
- Knowledge of standard office practices, filing systems, mental health and addictions terminology, communication formats and English grammar and punctuation is essential.
- The incumbent requires the ability to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile, and emotionally charged situations.
- Ability to communicate (orally) effectively and resolve conflict in a cross-cultural setting.
- Ability to quickly absorb, retain and share effectively both written and verbal information from a variety of sources.
- Ability to work as a team member as well as be self-directed, meet deadlines, prioritize workloads and manage several tasks at once.
- ASIST (Applied Suicide Intervention Skills Training) or willingness to obtain.
- NVCI (Non-Violent Crisis Intervention) Training or willingness to obtain.
- MHFA (Mental Health First Aid) Training or willingness to obtain.
- Ability to lead others through own exemplary conduct (i.e. being on time for work; effectively managing own leave; having a positive attitude; listening to the contrasting viewpoints of others and working towards consensus; managing their responsibilities with a high degree of independence).
- Ability to be diplomatic and non-judgmental in emotional and sensitive situations.
- Ability to handle crises in a calm, supportive manner.
- Ability to manage stress effectively, which includes constant change and a willingness to be flexible.
- Must be proficient in Microsoft suite and Outlook.

Typically these qualifications are obtained by having a grade 12 diploma and 1-2 year administrative assistance diploma with 2 years related experience and/or social or health administration diploma e.g. unit clerk or diploma in social work.

Salary: Range 8, \$33.20 to #39.65 per hour
Status: Casual, no guarantee of hours
Competition #: 001-22
Closing Date: Open

In addition to an attractive salary, we offer a Northern Allowance of \$2.60 per hour up to \$5,282 per year. All job offers are subject to references, a satisfactory Criminal Records Check (including vulnerable sector search) and an Employee Health Risk Assessment. Proof of COVID-19 Vaccination is mandatory upon hire. Only those candidates selected for an interview will be contacted.

**Interested applicants may apply quoting the competition number, to: Human Resources
Hay River Health & Social Services Authority 37911 Mackenzie
Highway, Hay River, NT X0E 0R6 Phone: (867) 874-8341 Fax: (867)
874-8345
hrhssa_competitions@gov.nt.ca**