



## Administrative Assistant Full-Time Term to September 2023

### Job Summary:

The Administrative Assistant provides secretarial, administrative, reception, and data entry support to various departments including: Medical Records, Diabetes, Rehab, Specialist Clinic, Telehealth, Dialysis, Ambulatory Care, Laboratory and Diagnostic Imaging Departments.

The incumbent is to provide clerical and administrative support in order to relieve management and professional staff of routine office and administrative tasks, and assist them to facilitate the delivery of comprehensive programs within the context of territorial and health board policies and practices. The incumbent is responsible for documenting and maintaining centralized client information for all clients requiring treatment within the clinics using technologies available. The incumbent is responsible for the direction of incoming and outgoing calls to ensure effective communication between external and internal customers and the scheduling of appointments.

The Administrative Assistant reports to Manager, Primary Care & Community Health. This position provides administrative support to the following service departments: two Medical Records staff, two Diabetes program facilitators, , to three Laboratory Technicians, three Diagnostic Imaging technicians, five Rehabilitation Therapists and one Rehabilitation Assistant and periodic casual staff. This position requires discretion, independent judgement and knowledge of secretarial, reception, and administrative support procedures.

The nature of this job is such that a number of phone lines may be ringing while clients are at the front desks requiring assistance at the same time. This position has to make decisions regarding booking clients correctly. Failure to perform this duty would result in delays in clients being seen and frustration experienced by the client. Due to the level of responsibility of this position and the number of clinics being managed this position is not left vacant for any length of time, due to the negative impact it would have on client care. This position acts as the central liaison for all activities pertaining to its service departments, and is responsible for the main hospital switchboard.

### KNOWLEDGE, SKILLS AND ABILITIES

- The responsibility of this position requires the incumbent to have **good interpersonal, time management and communication skills** to be able to prioritize simultaneous work assignments in an environment where situations change rapidly;
- **Sensitive to geographical/cultural needs** of the regions and understand how community and culture impact on the delivery of the health care team;
- Ability to **effectively work under pressure, handle multiple tasks, meet deadlines while displaying a calm and professional demeanor**;
- **Knowledge and ability of general office procedures and familiarity with electronic equipment**;
- **Fluent, effective communication skills both verbal and written, in English**;
- **Knowledge and ability to use medical terminology**;
- Knowledge of updated **computer programs** within the organization and **word processing abilities, outlook/e-mail**;
- Ability to **work independently** with little guidance and/or direction;
- Good **working knowledge of the Collective Agreement**;
- **Strong interpersonal skills and good telephone skills**;
- Ability to **interact** well, be **pleasant** and have a **courteous approach** with staff, residents and clients;
- **Cooperative, tactful, professional and maintain confidentiality**;
- Good **problem solving skills**;
- A **focus on accuracy and neatness**;
- **Adaptable and flexible**.
- Must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:
  - **Non-Violent Crisis Intervention**

The forgoing knowledge, abilities, and skills would most commonly be acquired through **completion of a one year post-secondary secretarial/administrative assistant course(s), various computer courses in word processing, along with 2 years' experience in a high stress, service-oriented, busy office environment.**

<b>Salary:</b>	<b>Range 8, \$30.60 to \$39.65 per hour</b>
<b>Position Status:</b>	<b>Full-time Term to September 2023</b>
<b>Competition #:</b>	<b>082-22</b>
<b>Closing Date:</b>	<b>Open</b>

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. COVID-19 Vaccination Policy in place. Only those candidates selected for an interview will be contacted.

Interested applicants may apply quoting competition number to:

**Human Resources**  
**Hay River Health & Social Services Authority**  
**37911 Mackenzie Highway, Hay River, NT X0E 0R6**  
**Fax: (867) 874-8345**  
[hrhssa\\_competitions@gov.nt.ca](mailto:hrhssa_competitions@gov.nt.ca)  
[www.hayriverhealth.ca](http://www.hayriverhealth.ca)

*If you would like this information in another official language, contact us at (867) 874-8111  
Si vous voulez ces informations dans une autre langue officielle, contactez-nous à (867) 874-8111*