



## Community Wellness Administrative Assistant Full-time Term to March 31, 2022

### Job Summary:

To provide administrative support, including clerical, word processing and receptionist support to Social Services, Public Health, Home Care, Diabetes Team and the Environmental Health Officer(s). This position reports to the Manager, Primary Care & Community Health. The incumbent is to provide support for routine office and administrative clerical duties in order to assist management and program staff to facilitate the delivery of comprehensive community health and social programs within the context of Territorial Acts and Regulations, and Hay River Health & Social Services Authority policies and procedures. The role also includes requisitioning and payroll data entry support as needed.

The incumbent is responsible for documenting and maintaining client information for all clients requiring services using technologies available. The incumbent is responsible for the direction of incoming and outgoing calls to ensure effective communication between external and internal clients and the scheduling of appointments. The incumbent organizes and maintains a filing system for the Child Protection Program, which includes filing various reports, case histories, case notes and court documents.

This position provides administrative support to staff working in Public Health, Home Care, Social Services, Diabetes Team and the GNWT Environmental Health Officer(s). This position requires discretion, independent judgment, and knowledge of secretarial, reception, and administrative support procedures. The delivery of services has a direct impact on the quality of life and satisfaction for the clients of the Community Health departments, the Social Services department and their families.

The nature of this job is such that a number of phone lines may be ringing while clients are at the front desk requiring assistance at the same time. This position has to make decisions regarding booking clients in a timely manner and accurately. Attention to detail is very important in order to avoid 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 and services. This position acts as the central liaison for all activities pertaining to its service departments.

### KNOWLEDGE, SKILLS AND ABILITIES

- 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 to use medical terminology;
- 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; and adaptable and flexible.
- Computer literacy skills and the ability to use a word processor, e-mail, and various databases, Outlook for email spreadsheet, graphics or publishing software packages are required;
- A knowledge of standard office practices, filing systems, Social Service/Medical 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;
- The ability to effectively organize and prioritize own workload in consultation with multiple supervisors is essential;
- Ability to assume responsibility without direct supervision, ability to exercise initiative and judgment;
- Ability to communicate effectively both orally and in writing;
- Experience in dictation transcription is essential;
- Organizational skills in managing heavy caseloads.

The forgoing knowledge, abilities and skills would most commonly be acquired through completion of a one-year post-secondary administrative assistant course including Microsoft Office Suites training, along with 2 years experience in a busy, client-centered, service-oriented office environment.

**Salary:** \$34.39 to \$41.07 per hour (Range 9)  
**Position Status:** Full-time Term to March 31, 2022  
**Competition #:** 098-21  
**Closing Date:** November 5, 2021

Internal

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. 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)