



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U05-61; CA-1585	Administrative Assistant	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Counselling Services	Manager, Community Counselling Services	Gensen Building

### PURPOSE:

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.

### SCOPE:

This position is generally located at the Gensen Building, however, it could be interchangeable with another administrative location with 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 Náydi Kúé. 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 Long 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.

This position is accountable to the Manager of Community Counselling Services. The incumbent provides administrative support to 1.0 full time Manager, 1.0 full time Clinical Supervisor Child and

Youth Counsellors, 3.0 full-time Mental Health & Addictions Counselors, 4.0 full-time Child and Youth Counsellors (75% off-site) and 2.0 Community Wellness Workers. The clientele for this program is diverse and requires skill in ensuring clients with a wide range of cultural, educational and personal backgrounds are comfortable and safe when they enter the Community Counselling Services office. This involves having the skills to interact with various cultural groups and all members of the community (children, adolescents, adults, and elders). The incumbent works collaboratively with all members of the Community Counselling Services Team.

There is some potential to deal with the volatility of clients in many unique circumstances. The Administrative Assistant must have the skills to deal with situations respectfully, ensuring the safety of staff and clients. As a member of the CCS Team, the administration assistant plays a key role in ensuring clients' needs are met by screening and providing referral information in a timely fashion. CCS intends to help improve the mental health and well being of residents in Hay River and Enterprise. The administration team member functions to ease the workload of the Community Counselling Team by providing support and ensuring efficiency in office processes.

This position involves highly confidential and sensitive information that impacts clients and/or family members, employees of the HRHSSA, Department of Health and Social Services, Government of the Northwest Territories, and public relations. As such it is an expectation that the incumbent has a strong willingness to adhere to ethical and professional standards of practice. From time to time this position is responsible for undertaking special tasks, projects and assignments which are confidential and sensitive in nature.

#### **RESPONSIBILITIES:**

- 1. Provides administrative duties for community counselling services and/or other departments such as healthy families and/or social services if requested. Provide administration support for referred clients, the general public and other hospital departments and clients in accordance with Community Counselling Program processes and standards, and HRHSSA policies and procedures to ensure client-centred and ethical service is provided.**

#### ***Main Activities:***

- Maintains and facilitates a pleasant and calm atmosphere for clients and the public.
- Operates main switchboard/phone for Community Counselling including answering up to 30 calls/day.
- Completes and maintains physical and electronic client records systems.
- Completing referrals with clients over the phone or in-person.
- Answer, screen, and transfer telephone calls in a polite and courteous manner while maintaining strict confidentiality in the open reception area; Screening includes determining immediacy of need, and potential for risk to self or others via phone or drop-in.
- Cancel and/or reschedule client appointments as needed and upon request from staff and/or clients (done on outlook).
- Prepares and checks timesheets, and enters payroll data that includes approved leave and overtime using hrhssa payroll systems, working closing with the finance department.
- Orders and maintains an inventory of office and client supplies (i.e. snacks and coffee) on an as-needed basis including using hrhssa inventory systems and processes.
- Provide general information about community counselling and/or other counselling resources and services to clients, the general public, and other departments and outside agencies.
- Inform clients re: possible wait times and inform counsellors re: client arrivals and/or delay and/or missed appointments, in a professional manner.
- Schedule, and coordinate client appointments according to established guidelines and preferences of the counsellors and clients.

- Complete request for service for clients upon request, ensuring that all demographic information provided is up-to-date and accurate and entered into the client database (Access).
  - Maintain counsellor schedules on Outlook, including assistance with administration support for travel, vacation, sick, and special leave forms.
  - Assist clients and counsellors to complete Healthcare Forms for NWT Addictions treatment processes and CCS forms.
  - Word processes, proofreads, prepares, collates, organizes, copies and prints documents, correspondence, tables and graphics, reports, minutes and conference/workshop materials.
  - Maintains office equipment, including arranging for maintenance and repair and disposing of surplus furniture items;
  - Provide orientation to new staff on Office processes and equipment, as well as orientating casual administration staff.
- 2. Facilitates information flow within Community Counselling Services and between the program and the community in order to enable the timely and effective response of programs and employees to client and community needs, and ensure confidentiality of information within the context of policy and practices.**

**Main Activities:**

- Schedules counselling appointments with clients and makes follow-up calls as required;
- Receives deliveries, faxes, electronic or regular mail, determines where this correspondence should be directed and directs/transfers it to appropriate staff;
- Ensures messages received are precisely recorded and delivered;
- Collects mail from both CCS mailboxes, as well as delivering mail;
- Attends and participates in staff meetings, including writing minutes;
- Develops, gathers and distributes resource material for clients and CCS groups and workshops;
- Photocopies and mails out reports etc. to those requesting information;
- Responds to requests for general information;
- Working with the Manager and Clinical Supervisor, organizes, facilitates and prepares monthly statistical reports as needed.

**3. Contributes to office and client's safety and well-being.**

**Main Activities:**

- Connects clients to resources and/or accesses assistance in dealing with high-risk situations as necessary with a sensitive and calm demeanor;
- Ensures the waiting room area is orderly and welcoming at all times;
- Greets all clients in a friendly and supportive manner, viewing them as the top priority and understanding that the counselling experience begins with them;
- Identifies any disruptive, suspicious or potentially threatening persons and calls for assistance from staff or RCMP;
- Communicates building security and/or operational issues to the clinical supervisor as necessary, putting in work orders to hrhssa maintenance as needed;
- Handles all files, all correspondence and staff meetings or discussions in a confidential manner at all times.

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

The HRHSSA is committed to creating a culture of client-centred 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 diversity, culture, and safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

### **Commitment to client-centred Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavour to provide client-centred care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

### **KNOWLEDGE, SKILLS & ABILITIES:**

- 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.
- 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 a 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.

## **WORKING CONDITIONS**

### ***Physical Demands***

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
<b>Prolonged sitting at a computer or desk</b>	<b>Daily</b>	<b>5 hours</b>	<b>Moderate</b>
<b>Prolonged keyboarding</b>	<b>Daily</b>	<b>2 hours</b>	<b>Moderate</b>

### ***Environmental Conditions***

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
<b>Limited security for staff when working with vulnerable persons some of whom may be intoxicated or under the influence of mood-altering substances, adolescents and others who may be confrontational, agitated, and possible dually diagnosed.</b>	<b>Daily</b>	<b>Variable</b>	<b>Moderate</b>

### ***Sensory Demands***

The incumbent must be constantly aware of the client's physical and emotional needs (mood, hygiene, etc.) when screening and providing for mental health/addictions screening services. The incumbent is subjected to eyestrain on a daily basis.

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
<b>Extended, intense proofreading of digital and printed materials.</b>	<b>Daily</b>	<b>2 hours</b>	<b>Moderate</b>
<b>Operation of various pieces of equipment: computer, telephone, photocopier, and fax machine.</b>	<b>Daily</b>	<b>2 hours</b>	<b>Moderate</b>
<b>Focused attention to verbal and non-verbal communication of clients and staff, careful attention is required. Must be able to focus simultaneously on several events or changing factors, coordinate the messages and respond accordingly.</b>	<b>Daily</b>	<b>Ongoing</b>	<b>High</b>

### ***Mental Demands***

Incumbent deals with constant demands and interruptions from phone, fax, clients, employees, etc. which makes it difficult to complete tasks in a continuous and efficient manner. This occurs between 20 to 60 times per day from 1 to 15 minutes at a time.

Incumbents must remain calm and focused while making accurate judgments and decisions when dealing with distraught employees, clients and/or family members.

Providing supportive services in a small community presents unique challenges that can add additional stress on the incumbent. For instance, the incumbent may have to deal with friends, neighbours, relatives or social acquaintances who are receiving services, as well as victims and perpetrators, on a day-to-day basis outside of work (i.e. present at community functions, grocery shopping, walking down the street). Confidentiality is especially important.

In this working environment, there is some level of uncertainty in knowing what to expect while at work. People in crisis can be abusive to those trying to help. As a result, there is legitimate concern about the risk of verbal or physical assault (i.e. Clients or family members under the influence of drugs or alcohol).

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
<b>Dealing with emotionally sensitive clients.</b>	<b>Occasional</b>	<b>15 minutes</b>	<b>Moderate to High</b>
<b>Dealing simultaneously with multiple clients and requests from staff.</b>	<b>Daily</b>	<b>Continuous</b>	<b>High</b>

**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><i>Manager, Community Cozelling</i> _____ Supervisor/Manager Name</p> <p><i>[Signature]</i> _____ Supervisor/Manager Signature</p> <p><i>Oct 24, 2022</i> _____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to this position.</p>
<p><i>[Signature]</i> _____ Director/Chief Executive Officer Signature</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<p><i>Oct. 24 122</i> _____ Date</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.

- September 2010
- September 2011 - scope
- October 2012 – Editorially only
- October 2017 – logo, scope, commitment statement
- May 2020 – editorial updates
- October 2022 – editorial updates