



Hay River Health & Social Services Authority | Administration des services de
santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911, route MacKenzie
Hay River, NT X0E 0R6

Community Health Administrative Assistant, Community Health

Salary: Range 8, \$34.16 to \$44.28/hour

Status: Casual, no guarantee of hours

Competition #: CA24-044

Closing Date: Open

The Community Health Administrative Assistant provides secretarial, administrative, reception, requisitioning and payroll data entry support to Public Health, Home Care, Home Care Enhancement Program and Environmental Health within Hay River Community Health Services.

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 community health 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 Community Health Administrative Assistant reports to the Community Health Supervisor. This position provides administrative support to 1 Supervisor, 3.5 full-time equivalent Public Health Nurses, 3 full-time equivalent Home Care Nurses, 2.53 full-time Home Support Workers, 1.0 full time equivalent Diabetes Foot Care/Home Care LPN, 1.0 full-time equivalent Diabetes Program Coordinator, 1.0 full time equivalent Community Dietitian, and periodic casual staff. As well, provides clerical support to the 1.0 full time equivalent Environmental Health Officer. 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 department and their families.

Qualifications:

- 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 procedure and familiarity with electronic equipment;
- Experience in dictation transcription is essential;
- Fluent, effective communication skills both verbal and written;
- 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;



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- 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.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification

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

In addition to an attractive salary, we offer a Northern Allowance of \$2.73 per hour up to \$5,332 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.

The Priority Hiring ranks shall be as follows:

- Indigenous Canadian, meaning a member of a Canadian First Nation, or an Inuk or Métis person;
- Long-Term Northern Resident, meaning a person who has lived at least half their lives in the Northwest Territories;
- People living with disabilities as defined in the Northwest Territories Human Rights Act, or members of the LGBTQA2S community;
- Northern Residents, meaning persons who have resided in the Northwest Territories for at least twelve (12) continuous months at the time of application.

Candidates shall be invited to identify their eligibility for Priority Hiring in the job posting at the time of application.

For full job description, including required knowledge, skills & abilities, please see job posting/job description on our website at www.hayriverhealth.ca under the 'Careers' section.

How to apply:

Applicants should send their resume via email to hrhssa_competitions@gov.nt.ca or via Fax to (867) 874-8345