



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

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-03-40, CA-1570	Social Services File Clerk	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Social Services	Director, Child, Family & Community Wellness	Náydı Kúé

PURPOSE OF THE POSITION

The Social Services File Clerk provides the Child and Family Services team with the provision of accurate, complete and accessible file information services in accordance with Territorial and HRHSSA standards, policies and procedures.

SCOPE

This position may be located at one of the 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 Náydı 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 reports to the Director of Child, Family and Community Wellness. The incumbent provides clerical support to the Clinical Supervisor, and 5.0 full-time equivalent Community Social Service Workers, 2.0 full-time Family Preservation Workers, and a 1.0 full-time Foster Care Coordinator.

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The incumbent organizes and maintains a filing system for the Child and Family Services Program(s), which includes filing various reports, case histories, case notes and court documents.

Because of the standards, legislation and sensitivity of these files, this position is precluded from file management in other areas of the Child, Family and Community Wellness programs.

RESPONSIBILITIES

1. Provides clerical support to assigned programs and staff, in order to facilitate and expedite program activities and staff time and maintain efficient and confidential storage and retrieval of client files, reports and documents within generally accepted office procedures and Hay River Health & Social Services policies.

Main Activities:

- Creates and maintains the central filing system of client records for Child Protection Program.
- Recommends revisions of office and administrative procedures.
- Completes Foster Children registry monthly.
- Assembles, manages, retrieves, and files client records, administration files and documents.
- Archives records as directed by the Clinical Supervisor, Child & Family Services.
- Tracks Foster Family allowances on a bi-weekly basis, or over a shorter period in special cases.
- Calculates Foster Family payments on a bi-weekly basis, including per diems, clothing allowances, recreation allowances, etc.
- Prepares requisitions for Foster Family allowances and submits these to the Clinical Supervisor for authorization.
- Notifies the Director of any maintenance requirements for the filing room.

2. Maintains security within the organization in order to provide as safe an environment as possible for staff and clients and maintains the safety and confidentiality of client records and organization documents.

Main Activities:

- Identifies any disruptive, suspicious, or potentially threatening persons and calls for assistance from staff or RCMP.
- Handles client files, all correspondence and staff meetings or discussions in confidential manner always.

Position Role in Client & Staff Safety:

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

Commitment to Client Centered 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 endeavor to provide client centered 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 AND ABILITIES

- Computer literacy skills and the ability to use a word processor, e-mail, and various data base, spreadsheet, graphics or publishing software packages are required.
- A knowledge of standard office practices, filing systems, Social Service 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 Director is essential.
- Ability to assume responsibility without direct supervision, ability to exercise initiative and judgment.
- Ability to communicate effectively both orally and in writing.
- Organizational skills in managing heavy caseloads.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

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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.

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Intensity
Prolonged sitting at a desk, computer or work area	Daily	Moderate
Required to bend, stretch, reach and lift to file and retrieve records from the filing shelves, including banker's boxes of charts	Daily	Moderate

Environmental Conditions

Demand	Frequency	Intensity
Comfortable office setting with a large well lit work space.	Daily	Moderate

Sensory Demands

Demand	Frequency	Intensity
Extended, intense concentration reviewing data, specifications and reports.	Daily	High
Focused attention to verbal and non-verbal communication of volatile, difficult, intoxicated and verbally or physically abusive clients.	Daily	Low

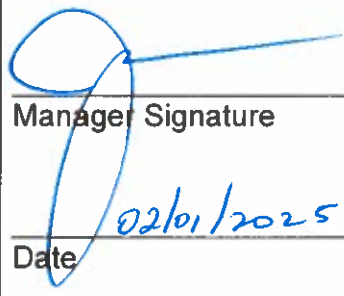
Mental Demands

Demand	Frequency	Intensity
Dealing with confrontational, emotional and irrational clients.	Daily	Low
Dealing simultaneously with multiple staff requests and priorities.	Daily	Moderate

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CERTIFICATION

Position Number:

<p>_____ Employee Signature</p>	<p><u>Director Child Family & Community Wellness</u> Manager Title</p>
<p>_____ Printed Name</p>	<p> _____ Manager Signature</p>
<p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Date <u>02/01/2025</u></p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>

<p>_____ Director/Chief Executive Officer Signature</p>	<p>_____ Date</p>
<p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</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.

July 2024- NEW



