



## Job Description

### Identification

Position Number	Position Title	
U0561	Administrative Assistant	
Department	Position Reports To	Site
Community Wellness Services	Director of Child, Family & Community Wellness	Náydı Kúę

### PURPOSE OF THE POSITION

To provide administrative support, including clerical, word processing and receptionist support to the Community Wellness Services of the Hay River Health & Social Services Authority- Child and Family Services, Community Counselling Services, the Family Preservation Program and the Healthy Family Program within Hay River Community Health Services. The administrative relieves management and program staff of routine office and administrative tasks and works with staff to facilitate the delivery of comprehensive Social Service programs within the context of Territorial laws and regulations and Hay River Health & Social Services Authority policies and procedures. The role also includes requisitioning and payroll data entry support as needed.

### 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), Náydı Kúę, Woodland Manor, Supportive Living Services. 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 & Community Wellness. 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 incumbent organizes and maintains a filing system.

This position provides administrative support to 1.0 Child & Family Services Supervisor, 5.0 Community Social Workers, 2.0 Family Preservation workers, 1.0 full time Manager of Counseling Services, 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. 2.0 Healthy Family Workers. 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.

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. 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. This position acts as the central liaison for all activities pertaining to its service departments.

## RESPONSIBILITIES

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

### Main Activities:

- Create and maintain the central filing system of client records; archive records as needed;
- Recommend revisions of office and administrative procedures;
- Filing, photocopying, and faxing;



- Comply with Foster Children registry on a monthly basis;
- Order and maintain an inventory of office supplies and distributes to staff as required;
- Tracks Foster Family allowances on a bi-weekly basis, or over a shorter time period in special cases;
- Calculate Foster Family payments on a bi-weekly basis, including per diems, clothing allowances, recreation allowances, etc.;
- Prepare requisitions for Foster Family allowances and submits to Clinical Supervisor for authorization.
- Assist in the orientation of new employees to their new environment;
- Schedules counselling appointments with clients and makes follow-up calls as required.
- Notify maintenance regarding any requirements for the department;
- Interact with staff, other health centers and government agencies to obtain and/or forward information;
- Working with the Manager and Clinical Supervisor, organizes, facilitates and prepares monthly statistical reports as needed.
- Collect and collate information and compile statistical data, such as utilization reports, etc.;
- Assist with updating of community health manuals and creating educational materials for staff, clients, and the public;
- Inform staff of schedule changes, meetings and information deemed necessary by the Supervisors;
- Develop necessary spreadsheets, forms, calendars, etc. using computer programs;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive;
- Tally and calibrate client survey results.,
- Prepare agenda correspondence, take, and prepare minutes at department staff meetings and any other duties set out by the Supervisors
- Recommend revisions of office and administrative procedures to maximize efficiencies and still maintain confidentiality of client information and HRHSSA documentation;
- Receive fees for client services and issues receipts.
- ASIST (Applied Suicide Intervention Skills Training) or willingness to obtain.
- MHFA (Mental Health First Aid) Training or willingness to obtain.
- Maintain awareness and understanding of trauma-informed practices and principles, incorporating them into daily interactions.



**2. Provide reception services for various areas and ensures accordance with HRHSSA policies and procedures to ensure the efficient operation of the office.**

**Main Activities:**

- Maintain a pleasant and calm atmosphere for clients and public;
- Provide the clinicians with daily appointment list, Provide services to all clients attending outpatient appointments; answer, screen, and transfer telephone calls in an open reception area and maintain strict confidentiality while taking the specific needs of trauma survivors into consideration.
- Show empathy and understanding for trauma survivors when answering calls and relaying messages and pertinent information as requested by clients, physicians, or other staff members.
- Provide general information about services to clients, the general public and other departments and outside agencies;
- Inform clients re: possible wait times and inform clinicians re: client arrivals and/or delay and/or missed appointments, in a professional manner;
- Assist clinicians by placing clients in appropriate treatment area;
- Notify health professionals in outlying catchment areas of appointments for clients for their areas;
- Liaise with Nursing Stations, HRHSSA departments, South Mackenzie Correctional Centre (SMCC), schools, daycares, Office of the Chief Medical Officer of the NWT, etc., to coordinate appointments for clients and professional community health disciplines;
- Schedule, co-ordinate/cancel/maintain client appointments according to established guidelines and preferences of the clinicians and clients;
- Maintain daily and/or monthly waiting lists by coordinating clients based on urgency and need and coordinating communication with the clinicians to establish appointment times;
- Order equipment or supplies for clients through Non-Insured or Extended Health Benefits with the appropriate paperwork;
- Participate in the orientation of new professional staff to office procedures (such as timesheets, communication system, chart and filing system, etc.);
- Ensure replacement staff for Community Health Administration Assistant maintains a high level of skill set by communicating any changes to the position;
- Interact with upset clients and public; resolve issues;
- Help organize professional development in-services for HRHSSA employees.



**3. Facilitates information flow within various departments and the community to enable the timely and effective response of programs and employees to client and community needs, ensuring confidentiality of information within the context of board policy and practices.**

**Main Activities:**

- Preparation of copies and prints documents, correspondence, tables and graphics, reports, minutes, and conference/workshop materials;
- Receive deliveries, phone calls, visitors/clients, faxes, electronic or regular mail, determining where this correspondence should be directed and directs/transfers it to appropriate staff;
- Attend and participate in staff meetings, contributing ideas and information, or receiving assignments and taking minutes;
- Prepare and maintain a current list of Foster Families;
- Maintain printed resource material for Social Services;
- Respond to Foster Family requests for information and payments;
- Gather and distribute resource material for foster families and assists with scheduling Foster Family workshops and conferences; arrange meetings and manages boardroom usage;
- Prepare invoices for payment; order and maintain office supplies; monitor leave/attendance records;
- Undertake specific research tasks as directed by area supervisors.

**4. Facilitate appropriate and necessary client care through professional management of client records in a timely fashion.**

**Main Activities:**

- Coordinate new referrals by creating required charts that are specific to discipline, guidelines, and diagnosis, ensuring all information is accurate and updated including client demographics and history, and updating any changes in the electronic medical patient database system;
- Ensure old and new files are coordinated in order for the clinician to have all relevant information available to them, in order to provide well-informed care;



- Archive all community health department clients' charts, who have been discharged from their respective community health program;
- Communicate with external agencies (such as WSCC, FMBS, NIHB, other health care facilities, etc.) via faxing and receiving all required documents in a highly confidential manner;
- Shred confidential material, as required.

**5. Provide payroll data entry for the Community Health Department in accordance with the HRHSSA policies and guidelines and the Collective Agreement.**

**Main Activities:**

- Prepare and check timesheets; verify forms are received and check accumulated leave banks, forwarding leave forms to appropriate supervisor;
- Inform Supervisors of applications for leave in an efficient and timely manner;
- Maintain strict confidentiality over all information such as staff payroll information, staff personnel files;
- Due to the high importance of this job task, incumbent is responsible for ensuring that their department alternate maintains their skill set for this task.

**6. 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 at all times.



### **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**

- 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.

**WORKING CONDITIONS:**

	Physical Effort	Physical Environment	Sensory Attention	Mental Stress
<b>Description</b>	<p><b>A.Minimal</b></p> <p>Work activities involve alternating positions of light physical activities (sitting, standing, walking, bending, lifting light weigh objects, keyboarding) which cause little physical effort. Majority of time is spent in comfortable position with frequent opportunity to move about at will.</p>	<p><b>b. Considerable physical or moderate hazard</b></p> <p><b>Works in an environment with frequent exposure to unpleasant or disagreeable conditions (minor dust, dirt, noise, behaviourally difficult clients)</b></p>	<p><b>II. Moderate</b></p> <p>Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time requiring close attention several times a day (data entry, attending to single or simultaneous task where accuracy of details is important). If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed work is moderate.</p>	<p><b>2. Moderate</b></p> <p><b>Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent.</b></p>
<b>Level of Intensity (expressed in hours per day)</b>	7.5	Up to 7.5	3-5	3-5

**CERTIFICATION:**



<p>_____ <b>Employee Signature</b></p> <p>_____ <b>Printed Name</b></p> <p>_____ <b>Date</b></p> <p><b>I certify that I have read and understand the responsibilities assigned to this position.</b></p>	<p>Director of Child Family and Community Wellness _____ <b>Supervisor Title</b></p> <p><i>Jo-Anne Henderson-White</i> _____ <b>Supervisor Signature</b></p> <p>_____ <b>Date</b></p> <p><b>I certify that this job description is an accurate description of the responsibilities assigned to this position.</b></p>
<p><i>[Signature]</i> _____ <b>Director/Chief Executive Officer Signature</b></p> <p><i>February 23, 2026</i> _____ <b>Date</b></p> <p><b>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</b></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 duties required of this position.

**Edit Record:**

February 2026- Editorial changes only