

Vuntut Gwitchin Government

- A. **Identification:** Vuntut Gwitchin Citizens Advocate/Administrative Assistant - Whitehorse Office
- Department:** Chief and Council
- Supervisor:** Executive Assistant to Chief
- Date:** May 2011
- Status:** Full-time
- Level:** 4
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B. **Job Summary:**

Reporting to the Executive Assistant to the Chief this position provides advocacy support for the citizens of VGFN living in Whitehorse; this position will coordinate medical appointments, prepare VGFN citizens to access services from various agencies, such as Social Housing, Social support network systems, employment & training opportunities' and will provide senior administrative support to the Chief/Council as required from the Whitehorse office.

C. **Main Duties:**

Provides administrative services by:

- Responding to telephone and electronic inquiries or directing inquiries
- Greeting clients, ascertaining nature of business and directing them to appropriate person, service agency or support network
- Keeping informed of Chief & Council's appointments, travel and meeting schedules, and arrange for set meetings as required
- Keeping informed of VGG services to citizens in Whitehorse and informing citizens of upcoming meetings, social functions and appointment schedules as required
- Ensuring office supplies are replenished as needed
- Ensuring the office is kept clean and arranging for janitorial services as needed
- Creating and maintaining manual and computerized information filing systems for minutes, correspondence, reports, forms, policies and other documentation to be distributed to appropriate parties as required
- Attending all public meetings, preparing agendas, taking minutes and distributing to citizens and post on website
- Ensuring confidentiality and safety of files
- Analyzing office administrative procedures continually and informing supervisor where changes would improve efficiencies

Prepares and distributes electronic and paper-based correspondence, reports, statements, brochures, publications, presentations and other documents by:

- Drafting, word-processing using MS Word, editing, proofreading and finalizing
- Compiling data, statistics and other information, and inputting on Excel if needed
- Consulting with requestor on layout and intent of document
- Ensuring documents are posted on websites, and compiling packages, mailing, printing, faxing, and copying

Organizes and participates in meetings and events hosted by chief and council in Whitehorse by:

- Booking space and ensuring tables/chairs are arranged appropriately
- Preparing and distributing agenda and related documents
- Communicating with participants and speakers
- Determining expenditures and following a budget
- Preparing and advertising all meeting dates, functions of VGG in Whitehorse
- Setting up materials and equipment, arranging for refreshments, luncheons & suppers
- Arranging for translation and interpretation is required
- Recording, transcribing, and distributing minutes and other notes

Advocacy related duties:

- Support VGFN citizens while on medical travel, support families when there is a death in the community, or when a citizen is in dire need of an advocate, someone to speak on their behalf, and someone who will understand their situation, culture, values based systems and lifestyle
- Arranging and linking citizens to services available to them in the city, such as, social housing, social support networks, counseling services, employment & training opportunities, conferences & educational supports and peer/family supports
- Checking on citizens in care, in the hospital or on the streets when required
- The employee will be expected to do other various and related office duties as determined by supervisor such as running errands for chief and council office as needed, picking up orders and shipping to Old Crow

D. Job Knowledge and Skills:

Education

- Certificate or diploma in office administration with experience in a social justice or administration or equivalent experience with relevant course work.
- Knowledge of Umbrella Final Agreement (UFA), Self Government Agreement (SGA) and First Nations Final Agreement (FNFA).
- Knowledge of effective office procedures
- Knowledge of basic book keeping
- Knowledge of records management systems

Management Skills:

- Ability to problem solve
- Good time management and organizational skills are essential
- Ability to assume responsibility, prioritize tasks and meet deadlines.
- Ability to create and follow simple budgets and work-plans
- Ability to multi-task

Specific Skills:

- Ability to type a minimum of 60 words per minute
- Ability to create documents using Word, Excel, and PowerPoint
- Ability to use computer functions such as Windows, email, and web browsers
- Ability to maintain manual and computerized records management systems
- Ability to organize meetings and events
- Ability to organize and word-process meeting minutes and notes into effective documents
- Ability to understand travel authorities and VGFN policies pertaining to service agreements and obligations to citizens
- Ability to determine priority level of correspondence, various information, and requests

Interpersonal Skills:

- Must be a team player and work with people from various disciplines and cultures
- Incumbent must be comfortable in a cross-cultural setting.
- Ability to meet and greet the public and business associates with a positive helpful attitude and maintain a professional manner
- Ability to communicate effectively and diplomatically, both verbally and in writing, with co-workers, community residents, Vuntut Gwitchin citizens, outside agencies, partners and business associates.

E. Decision Making:

The incumbent will work independently and with initiative within established policies, procedures, objectives and priorities.

Decision-making is required when setting daily work priorities, providing efficient and effective office and client services is critical when organizing meetings and events. The incumbent will determine priorities and value of information and requests.

F. Impact/Accountability:

This position is accountable for decisions made in the course of work, when meeting deadlines, and following directions from the supervisor.

Efficient operation of the Whitehorse office is important in ensuring a credible relationship with citizens, employees, partners and other business associates and when meeting critical deadlines for project reporting and deliverables.

G. Key Personal Contacts and Nature of Contacts:

Who	Purpose	Frequency
Supervisor	Daily contact in urgent situations or on a bi-weekly scheduled time to touch basis, set priorities, discuss critical timelines, project goals for week, month, set travel, and set meeting dates. As well, the position will provide a weekly summary of citizens' requests, visits, support services provided and programs offered.	Daily
VGG Staff/Citizens	Monthly contributions and reports to newsletters with frequent updates and postings to vgfn website, facebook page and twitter accounts, with an intent of using multi-media to reach a wider birth of audience.	Daily
Vuntut Gwitchin Citizens & general public	Monthly contributions and reports to newsletters with frequent updates and postings to vgfn website, facebook page and twitter accounts, advertisements in newspapers and radio to announce services, meetings and events, with an intent of using multi-media to reach a wider birth of audience.	Daily
Business associates; partners; governments	Informing and discussing tasks and receiving direction.	As needed

H. Positions Supervised:

Number of positions supervised: 0

I. Working Conditions:

This position is generally located in a normal office environment.

Spiritual:

Balancing traditional beliefs and practices with modern administrative methods.

Physical:

Approximately 80% of time using the computer

Travel approx: 2 trips per year

Mental:

Regular need to meet deadlines (meetings, reports, ad hoc deadlines)

Responding to multiple inquiries

Shifting priorities and tasks to respond to Vuntut Gwitchin Government and community needs

Striving for quality service while multi tasking

Emotional:

Dealing regularly with citizens who are under personal stress, or have varying social values, or who are not comfortable with, or don't understand changes in the Government

J: Conditions of Employment

Willingness to follow policies and procedures

Candidate must be willing to sign an Oath of Confidentiality

Must have a valid drivers' licence

SIGNATURES:

<p>Supervisor:</p> <p>I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <hr/> <p>Supervisor</p> <hr/> <p>Date</p>	<p>Incumbent:</p> <p>I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <hr/> <p>Incumbent</p> <hr/> <p>Date</p>
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