



POSITION DESCRIPTION

Position Title: Administrative Assistant
Department: Palliative Care
Classification: Administrative Assistant 2 (AY2)
Union: CUPE Facility Support
Approved by: Regional Lead – Community & Continuing Care
Date approved: November 21, 2024

REPORTING RELATIONSHIPS

Position reports to: Director, Health Services – Home Care, Palliative Care & Seniors
Positions supervised: None

POSITION PURPOSE

The Administrative Assistant – Palliative Care is responsible for the coordination and provision of administrative support to the Palliative Care Program. This includes working with confidential information, maintaining files, finance functions, clerical functions, office and data management, document production, documentation, communications and other duties as assigned.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Provides administrative support to the Program Director, Program Manager, Program staff or others assigned.
- Performs clerical duties including but not limited to phoning, faxing, scheduling and copying etc.
- Arranges and participates in meetings, including booking locations/facilities, notifying participants, preparing and sending out agendas, co-ordinate reports for meetings, taking and distributing minutes and ensures follow-up.

- Utilizes Microsoft Office products to create/ format/ maintain various documents, including correspondence, forms, reports, tables, graphs and statistical records.
- Recognizes and establishes communication process dependent on degree of urgency.
- Receives and prioritizes incoming mail and attaches related material for review.
- Compose replies on own initiative and on instruction.
- Receives referrals and enters into an electronic medical record.
- Coordinates, monitors, and tracks information for complete and accurate records of client and program activities as required.
- Provides technological support and coordination.
- Coordinates and reviews program invoices, billings, and expenses.
- Assists in staff recruitment through posting of positions, completion of paperwork for advertising, setting up of interviews, letters of offer and completion of hiring checklist.
- Answers inquiries from the public in person or by telephone and redirects to the appropriate staff.
- Develops and maintains Excel spreadsheets for statistical and audit information.
- Prepares memos, letters, reports and minutes, as needed.
- Monitors supplies, inventory and requisitions supplies for the program.
- Sets up, maintains and updates a program specific filing system for quick retrieval of information and files.
- Provides administrative coverage and other supports for administrative positions within the Home Care, Palliative Care and Seniors portfolio, and is a resource for operational activities as required.
- Attends training to enhance abilities and to maintain knowledge of current techniques and methods.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

Responsibilities and accountabilities are assigned in broad organizational objectives. The position is subject to review of general effectiveness and attainment of objectives through performance measurements.

PERFORMANCE MEASUREMENTS

1. Successful completion of probation.
2. Biennial performance appraisal.
3. Adherence to established standard practices through review of documentation and statistics.

QUALIFICATIONS

Education/Certification:

- Grade twelve (12) education or equivalent.
- Completion of an Administrative Assistant/Office training program or equivalent.

Knowledge required:

- Proficiency in Microsoft Office Applications and Outlook/Email.

Experience required:

- Minimum two (2) years directly-related administrative assistant experience.

Skills/Competencies/Conditions of employment:

- Demonstrated keyboarding speed of 35-40 words per minute.
- Demonstrated ability to effectively manage workload by establishing priorities.
- Demonstrated knowledge of customer service concepts and practices.
- Demonstrated effective oral and written communication skills.
- Demonstrated strong interpersonal and effective organizational skills.
- Demonstrated ability to work in a team environment along with ability to work independently with minimal supervision in a multi-tasking environment.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.

WORK CONDITIONS

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE

As per CUPE Facility Support Collective Agreement.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.