



POSITION DESCRIPTION

POSITION TITLE: Administrative Assistant **DEPARTMENT:** Primary Care
CLASSIFICATION: Administrative Secretary 3 (AY3) **APPROVED BY:** Regional Lead – Community & Continuing Care
UNION: CUPE Facility Support **DATE APPROVED:** December 21, 2017

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director, Health Services – Public Health–Healthy Living & Primary Care or Manager, Health Services – Primary Care

POSITIONS SUPERVISED: Medical Receptionist – Primary Care, Administrative Assistant – Primary Care

POSITION PURPOSE

Reporting to the Director, Health Services or Manager, Health Services or Delegate, the Administrative Assistant - Primary Care, provides supervision to the administrative support team. The incumbent provides day-to-day guidance and oversees the secretarial and administrative support ensuring a high degree of accuracy and confidentiality.

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:

Supervision

- Supervises, mentors and coaches the administrative support staff.
- Participates in recruitment and performance evaluation of administrative support staff, in conjunction with the appropriate Out of Scope Manager.
- Identifies performance management issues and follows up with identified actions while eliciting involvement from the appropriate Out of Scope Manager.
- Identifies and initiates training/education opportunities for administrative support staff.
- Facilitates the approval for Requests for Leaves and Additional Service Logs for Primary Care staff by forwarding forms to the appropriate Out of Scope Manager for approval.

- Receives sick calls from administrative support staff and notifies the manager of the absences.
- Coordinates the scheduling of Casual administrative support staff as approved by the appropriate Out of Scope Manager.
- Provides orientation to new administrative support staff and ensures orientation checklist is completed.
- Maintains assigned files for personnel records on site.

Secretarial Support

- Provides administrative support to the Director, Health Services – Public Health – Healthy Living & Primary Care or Manager, Health Services – Primary Care as assigned.
- Prepares and seeks managerial approval for Internal and External Job Postings.
- Develops and maintains Excel spreadsheets for statistical and audit information.
- Prepares memos, letters, reports and minutes, as needed.
- Provides and/or coordinates relief for the administrative support team.
- Maintains Collaborative Worksite as required.
- Collects and processes Quality, Patient Safety & Risk related documents.

Office Operations

- Maintains and updates the Administration, Clinical Services and Infection Control Manuals on site.
- 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.
- Opens, dates and prioritizes mail.
- Reviews and batches all expense claims/invoices, as applicable.
- Facilitates all general office equipment needs as well as ergonomic requests.
- Coordinates file archiving and records disposal for the site.
- Acts as the site ICT contact for staff/building support.
- Communicates site maintenance/security concerns with the site Manager and the site maintenance department.
- Coordinates the staff keys process with the Site Manager

General

- 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.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Graduate of a recognized Administrative Assistant Program or equivalent.

KNOWLEDGE REQUIRED:

- Proficiency in Microsoft Office applications and Outlook.

EXPERIENCE REQUIRED:

- Minimum two (2) years directly-related administrative assistant experience.
- One (1) year previous supervisory experience.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated ability to effectively manage staff.
 - 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 \$1,000,000.00.
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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.
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SALARY SCALE:

As per CUPE Facility Support Collective Agreement Salary Scale.

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.