



## POSITION DESCRIPTION

**POSITION TITLE:** Administrative Assistant -  
Primary Care

**DEPARTMENT:** Primary Care

**CLASSIFICATION:** Administrative Secretary 2

**APPROVED BY:** Regional Lead – Community &  
Continuing Care

**UNION:** CUPE Facility Support

**DATE APPROVED:** November 26, 2018

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### REPORTING RELATIONSHIPS

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

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

Reporting directly to the Director, Health Services, the Administrative Assistant is responsible for the coordination and provision of administrative support to the Primary Care (PC) Program. This support includes working with confidential information, maintaining personnel 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.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

- Provides administrative support by performing clerical duties including but not limited to phoning, faxing, scheduling and copying etc.
- Arranges 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.
- 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.
- Arranges attendance for educational events by coordinating registration, travel arrangements, accommodations.
- Creates and maintains an orderly file system.
- Provides technological support and coordination.
- Attends training to enhance abilities and to maintain knowledge of current techniques and methods.
- Works on promotion of clinics and campaigns as necessary.
- 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.
- Provides rotation reception relief.
- Schedules appointments, and communicates cancellations and follow-ups using an electronic medical records system.
- Answers inquiries from the public in person or by telephone and redirects to the appropriate staff.
- Prepares and stocks rooms with appropriate supplies based on appointment requirements following infection control standards.
- Maintains and equips the clinic rooms and medical equipment.
- Prepares requisitions.
- Assists primary care providers with collection and processing of specimens and follows standards lab services procedures as required.
- Completes data entry and data checks on site entries on regional application including but not limited to Occurrence, Complaints and Ethics databases.
- Maintains Collaborative Worksite as required.
- Maintains a professional office environment creating an atmosphere that is customer/client focused.
- Performs duties in accordance with the program visions, missions, philosophy, goals and objectives of Primary Care.
- Participates in developing and establishing long and short-term goals to provide delivery of service within the administrative office.
- 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.

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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:**

- Knowledge in use of photocopier, facsimile, calculator.
- Knowledge and proficient in Microsoft Office Applications and Outlook.
- Knowledge of basic medical terminology.

### **EXPERIENCE REQUIRED:**

- Minimum of two (2) years directly-related administrative experience in a health care setting.

### **SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated keyboarding speed of 35-40 words per minute.
- 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.

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*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.*