



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Administrative Assistant</b>
<b>Department:</b>	<b>Administration</b>
<b>Classification:</b>	<b>Administrative Assistant</b>
<b>Union:</b>	<b>Out of Scope</b>
<b>Approved by:</b>	<b>Regional Lead – Acute Care &amp; Chief Nursing Officer</b>
<b>Date approved:</b>	<b>December 19, 2024</b>

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### REPORTING RELATIONSHIPS

Position reports to: Director, Health Services and/or Manager – Health Services (Acute Care)

Positions supervised: None

### POSITION PURPOSE

Reporting to the Director, Health Services and/or Manager, Health Services (Acute Care), the Administrative Assistant the Administrative Assistant is responsible for providing administrative duties to develop, organize and maintain databases within the portfolio.

This includes working with confidential information, maintaining personnel files, finance functions, clerical functions, office and data management, 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 Director, Health Services and/or Manager, Health Services (Acute Care) or others assigned

- Composes and types various documents, i.e. letters, memos, reports, forms, proposals, correspondence and confidential materials as required.
- Performs 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.
- 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.
- Creates and maintains an orderly file system.
- Assists with equipment requests, purchasing and tracking as required
- 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 requisitions.
- 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.
- 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**

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

## **QUALIFICATIONS**

Education/Certification:

- Grade twelve (12) education or equivalent.
- Graduate of a recognized Administrative Assistant Program or equivalent.

Knowledge required:

- Proficiency in Microsoft Office Applications and Outlook/Email.
- Knowledge of Health Care collective agreements would be an asset

Experience required:

- Minimum two (2) years directly-related administrative experience or equivalent

Skills/Competencies/Conditions of employment:

- Demonstrated keyboarding speed of 55 words per minute
- Demonstrated ability to problem-solve, dealing with inquiries, concerns and or/occurrences
- 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.
- Demonstrated ability to learn and adapt to new computerized programs
- 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 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

## **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**

OUT OF SCOPE

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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.*