

Somerset West Community Health Centre Job Description

I. JOB INFORMATION

Position Title: Administrative Assistant/Coordinator, Health Services
Department: Health Services
Reports to: Director, Health Services
Supervises Directly: Director, Health Services
Approved Date: March 11, 2008

II. JOB SUMMARY

The Administrative Assistant/Coordinator performs a variety of administrative and staff support duties ensuring smooth operations for the Health Services team. This requires a wide range of skills and knowledge of the organization's policies and procedures. The Administrative Assistant/Coordinator exercise independent judgment in resolving administrative problems and inquires, composing, editing and proofreading correspondence and reports, preparing a range of administrative, financial and Human Resource's documents, scheduling of all providers and managing special projects.

III. PRIMARY DUTIES & RESPONSIBILITIES

Participates in Team or Centre Activities

- Attends team and staff meetings as required
- Participates in team and Centre special events as required
- Contributes to the development and implementation of the Centre's policies and procedures and the Centre's strategic plan
- Maintains up-to-date professional skills through formal training
- Maintains awareness of Centre/Ministry requirements by networking with the employees of other Community Health Centres
- Complies with all mandated legal/regulatory requirements related to working in the Centre, e.g. occupational health & safety, standards of professional conduct, etc.

Support to Director/Program Coordinator

- Provides administrative support through word processing by composing and editing correspondence, reports, proposals, and contracts from dictation, verbal direction, or from a knowledge of established procedures
- Maintains and updates filing system, databases, records and other documents for the Director
- Prepares Powerpoint presentations for Director's speaking engagements
 - Assists in the management of client Waiting List
- Ensures confidentiality of all sensitive information
- Coordinates travel arrangements, including flights and hotel.
 - Sorts and screens incoming mail for importance during the Director's absence

Support to Health Services Team (40 plus staff)

- Coordinates and performs a range of staff support activities for the team; serves as liaison with other departments
- Prepares, transcribes, composes, types, edits and distributes agendas and minutes of weekly meetings
- Schedules and coordinates meetings, events, interviews, appointment or other similar activities which may include registration, travel and lodging arrangements
- Monitors, balances and reconciles petty cash disbursements. Processes expense reports, acquires approval, and forwards to Accountant.
- Provides project support by obtaining information and materials, scheduling, photocopying and document creation and formatting
- Ensures cost effective purchasing of office supplies, printing and subscriptions
- Plans, coordinates and oversees special events such as Interclinic and staff retreats by organizing space, disseminating of information, coordinating arrangements for speakers and guests, providing refreshments
- Coordinates travel arrangements, including flights and hotel.
- Types individual team members' workplans and consolidate into the HS Team plan
- Prepares Powerpoint presentations for team members speaking engagements
- Prepares a list of policies and procedures to be reviewed yearly. Distributes to reviewers, collects and edits reviewed policies for presentation to SLT

- Merges and updates client lists to form a centre-wide Vulnerable Client list as a requirement for Pandemic Planning
- Ensures posting and mailing of client list for specific programs

Scheduling for HS Team

- Creates and maintains scheduling templates for over 20 providers on the computer.
- Coordinates a wide range of day to day requests including full scheduling for 7 physicians, 6 nurse practitioners, 2 dietitians, 6 medical secretaries, chiropractor, acupuncturist, ensuring adequate coverage during leave requests, training, illness and other leave.
- Rearranges schedules when needed e.g. interviews, performance evaluations, computer training
- Coordinates and disseminates physician contact information and availabilities from all 25 Ottawa CHC physicians in preparation for the yearly city wide weekend on call schedule
- Coordinates on a monthly basis the city wide CHC weekend on call schedule and advises the Message Centre
- Prepares and posts monthly schedules for the Self Managed Team and informs the team of any changes
- Coordinates scheduling of medical residents – dividing time between providers, ensuring supervision at all times
- Coordinates student placement with HS providers: nursing, nurse practitioner, medical and elective students

Human Resources Support to Team

- Facilitates the recruiting and hiring of new staff by arranging advertising, maintaining competition folders, preparing interview information packages, preparing employment contracts, and ensuring completed documentation is forwarded to Human Resources. Conducts orientation of new employees.
- Distributes, collects, checks, submits for Director's approval, and forwards to Human Resources monthly entitlement sheets and semi-monthly time sheets for all Health Service's staff including casual employees (over 45 reports monthly).
- Maintains list of health care providers' updated certificates of competency from various licensing colleges annually

Provides Computer Support to Team

- Operates personal computer to access email, electronic calendars and other basic office support software
- Effectively uses and understands software used within the Centre
- Uses various software applications such as spreadsheets, graphics, presentation and word processing packages to assemble and format data and/or reports
- Learns and implements new computer programs/systems and coordinates/supports team members instruction
- Provides instruction use of various software applications as required.

Coordinates Meetings and Special Events

- Manages all processes and content related to weekly meetings. Generates all agendas and produces minutes to appropriate staff
- Prepares and attends bimonthly meetings with other Administrative Assistants in the Centre collaborating and sharing best practices
- Coordinates logistics, resources, agenda, for special events i.e. Interclinic
- Assists with centre events, eg. AGM, Baby Friendly Initiative, staff retreats, delegations etc.

Performs Other Duties as Assigned

IV. JOB REQUIREMENTS

A. Knowledge:

- Excellent keyboarding skills (60 wpm)
- Advanced Microsoft Office computer skills
- Internet research
- Filing systems
- Good grammar and spelling
- Proofreading

B. Skills and Abilities

Ability and willingness to:

- Achieve standard of excellence with work processes and outcomes (quality/compliance)
- Strive for high client satisfaction, go out of the way to be helpful and pleasant, make it as easy as possible on the client rather than the department (Client Focus)
- Balance listening and talking; speak and write clearly and accurately, keep others informed (Communication)

- Be helpful, respectful, approachable and team-oriented, build strong working relationships and a positive work environment (Collegiality)
- Take ownership of work, do what is needed without being asked, follow through (Initiative)
- Plan ahead, manage time well, be on time, be cost conscious, think of better ways to do things (Efficiency)
- Be receptive to feedback, be willing to learn, embrace continuous improvement (Coachability)
- Assure discreet handling of all HR related matters (Confidentiality)
- Pay strong attention to detail
- Juggle multiple tasks and meet demanding deadlines
- Adapt to changing work environment

C. Education/Training/Experience

- Post-secondary school diploma or degree in office or business administration, an asset
- Three to five years administrative experience with progressive responsibility; preferably in a health setting
- Proficiency in the use of computers and various software applications
- Additional training in computer software applications and relevant administrative skills
- Experience with individuals from low socio-economic, psychiatrically disabled and multi-cultural groups