



POSITION DESCRIPTION

POSITION TITLE:	ADMINISTRATIVE ASSISTANT
DEPARTMENT:	QUALITY & RISK
CLASSIFICATION:	ADMINISTRATIVE SECRETARY 2 (AY2)
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL LEAD, QUALITY, PATIENT SAFETY & ACCREDITATION
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Regional Lead Quality, Patient Safety & Accreditation, the Administrative Assistant is responsible for providing administrative/clerical support for the day-to-day operations of the Quality and Risk program. The position of Administrative Assistant functions in a manner consistent with, and supports the Mission, Vision, and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Maintains an effective information management system.
- Responsible for data entry, utilizing various systems and Microsoft Office applications.
- Under direction, may prepare and maintain statistical data and be required to review data for accuracy.
- Responsible for preparing notices, agendas, booking rooms and taking and circulating minutes for program meetings, committees and sub-committees.

- Provides assistance to the Quality & Risk team in distributing information to the public, staff, etc.
- Performs related clerical duties such as record maintenance, filing and distribution of information.
- May assist with gathering, coordinating and reporting statistics on behalf of the program.
- Functions as key contact for the Tell Us! Consumer Concern process, including telephone, email, and letter intake, and providing respectful responses to ensure the intake of individual concerns.
- Performs related clerical duties for Regional Lead, Quality, Patient Safety & Accreditation.
- Ensures all appropriate documentation such as ordering, receiving and distributing supplies are completed in accordance with established regional and/or local policies and procedures.
- Attends committees as required. Ex. WSH, Accreditation, Attendance and participation in strategic planning and team meetings.
- Assists with the preparation of additional reports requested by the Director.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade 12 or equivalent.

REQUIRED KNOWLEDGE:

- Proficiency in computer applications. In particular Microsoft Office, Excel and Access.
- Data Entry (accuracy of reporting is of prime importance).

EXPERIENCE REQUIRED:

- Two to three years of related experience required.

SKILLS/COMPETENCIES:

- Ability to operate standard dictating and office equipment.
- Excellent oral and written communication skills.
- Demonstrated organizational skills.
- Ability to operate required equipment.
- Ability to maintain positive working relationships in a team based environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, board members, etc.
- Ability to prioritize and meet deadlines.
- Demonstrated attentiveness to detail to ensure high level of accuracy.

- Ability to maintain confidentiality with access to sensitive information.
 - Valid Manitoba drivers license.
 - Mental and physical ability to meet the demands of the position.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: May 2021
Date

Revised: _____
Date

Approved by: _____
Regional Lead Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
Lead, Human Resources Date

Position 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 position 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.