



POSITION DESCRIPTION

POSITION TITLE:	ADMINISTRATIVE ASSISTANT
DEPARTMENT:	PRIMARY CARE
CLASSIFICATION:	ADMINISTRATIVE SECRETARY 3 (AY3)
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL COORDINATOR, PRIMARY CARE ADMINISTRATION
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Regional Coordinator, Primary Care Administration, the Administrative Assistant is responsible for leading administrative/clerical/reception support for the day-to-day operations of the Primary Health Care Office. 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:

- Functions as the primary receptionist including greeting individuals who present to the site, providing clear and respectful direction to ensure individuals reach their targeted location, answers questions appropriately and directs individuals to appropriate resources, etc.
- Develops and maintains an effective information management system.
- Creates the daily scheduling templates.
- Responsible for data entry, utilizing QHR systems and Microsoft Office applications.
- Responsible for booking rooms and resolving room booking discrepancies at the site.
- Responsible for fleet vehicle bookings, logs and monthly mileage records as appropriate.

- Provides assistance in advertising, distributing information to the public, staff, etc. including the distribution of interdepartmental mail, notices etc. Ensures client waiting areas are kept tidy with appropriate materials available.
- Performs related clerical duties such as record maintenance, filing and distribution of information across the program teams.
- May assist with gathering, coordinating and reporting statistics, including multiple statistical requirements for Manitoba Health.
- Completes shadow billing, clinic closure forms, MIMS and out of province billing.
- May assist with referrals in some clinical program areas and distributes to appropriate staff; enters the client into a data base and coordinates this information.
- Ensures all appropriate documentation such as ordering, receiving and distributing supplies are completed in accordance with established regional and/ or local policies and procedures; ensures invoices are coded to program standards
- Ensures photocopier is operational and connects with IT appropriately to trouble shoot if issues arise. Ensures supply of paper and toner is kept available and routinely checks and reloads paper throughout the day.
- Opens doors at the start of the day to receive the public and ensures that doors are secure at the end of the day.
- Responsible for maintenance of medical equipment and arranges with the medical supply company for repairs.
- Orders and maintain vaccines, supplies, medical equipment, laundry and antibiotics.
- Training and orientation of new administrative staff. Provides feedback to the Administrative Coordinator on performance and learning needs. Assists with coaching and mentoring.
- Assists with onboarding of new clinic staff; Nurse Practitioners and Physicians.
- Provides staffing updates to leadership identifying where there are shortages and gaps.
- Responsible for invoicing for medical documentation.
- Complies statistical information and required documentation within the set timelines and provides to leadership.
- Coordination and assignment of day and to day activities.
- Provides a safe environment and ensuring they are working with Safe Work Procedures. Will be the main person for the Safety Committee.
- 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.

- Completion of an Administrative Assistant/Secretarial course from a recognized accredited institution is preferred.

REQUIRED KNOWLEDGE:

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

EXPERIENCE REQUIRED:

- Three (3) to five (5) years related experience required.
- Minimum two (2) years supervisory 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.
- 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.

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.

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. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: October 2016
Date

Revised: September 2022
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Regional Lead/ CEO _____
Date

Reviewed by: _____
Regional 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 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.