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## POSITION DESCRIPTION

**POSITION TITLE:** ADMINISTRATIVE ASSISTANT

**DEPARTMENT:** CORPORATE SERVICES & SUPPORT SERVICES

**CLASSIFICATION:**

**UNION:** NON-UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** VICE PRESIDENT CORPORATE SERVICES & REGIONAL DIRECTOR OF SUPPORT SERVICES

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## POSITION SUMMARY

The Administrative Assistant will provide day to day administrative assistant support for the Interlake- Eastern Regional Health Authority's (IERHA) Corporate Services and Support Services departments. The incumbent is expected to exercise initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken. The Administrative Assistant functions in a manner consistent with, and supports the Mission, Vision and Values of Interlake – Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

- Provides confidential administrative support to IERHA; ensuring comprehensive administrative management functions are maintained.
- Manages and coordinates schedules for applicable Vice President Corporate Services and Regional Director, Support Services.
- Reviews and screens correspondence preparing, channeling or referring for response and action and ensuring completion or disposition.
- Drafts routine correspondence.

- Provides support activities related to assigned meeting/ committees. This is inclusive of meeting preparation/ organization and the recording and production of minutes and follow up actions.
- Types and formats policies, pamphlets, forms, letter, reports, etc. as required.
- Provides personnel management support (coordinates performance appraisals, leave requests, etc.)
- Provides contract management administrative support (coordinating contract legal reviews, signed approvals, etc.)
- Prepares data analysis and research for project proposals, business cases, evidence informed briefing notes, etc.
- Liaise with internal and external stakeholders on behalf of Corporate Services and Support services.
- Prepares text and electronic presentations as required.
- Provides telephone and personal reception for Corporate Services and Support Services.
- Develops and maintains a central administrative filing system. Files (paper and electronically), as necessary and maintains the security and confidentiality of all files.
- Assists in the development, preparation and implementation of policies and procedures as required related to the operation of the program or department.
- Implements a structured process to assess and meet corporate, program or departmental needs, which includes problem identification and problem solving, and initiates change and/ or improvements in systems and processes.
- Participate proactively in teambuilding and professional development activities of peers and colleagues.
- Plans, coordinates and participates in the support of significant regional corporate projects (ex. Health Plan, Accreditation, Budget Process, Regional Policies, Proposals, etc.)
- Purchases office supplies as required.
- 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.

**PERFORMANCE MEASUREMENTS:**

- Achieving and maintaining customer service and environmental service standards of the IERHA.
- Assists in maintaining annual budget and operational efficiency targets.
- Supports the achievement of annual work plan outcomes.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Grade 12 or equivalent.
- Completion of a recognized administrative/ secretarial program preferred, or a suitable combination of education and experience.

- Or equivalent combinations of training, education and experience will be considered.

**REQUIRED KNOWLEDGE:**

- Demonstrated ability using Microsoft Office including; Word, Excel, Access, Power Point, etc. required.
- Knowledge and experience in an institutional Food & Nutrition, Housekeeping and Laundry setting an asset.
- Knowledge of theories, principles and operational practices integral to Food & Nutrition, Laundry and Housekeeping systems an asset.

**EXPERIENCE REQUIRED:**

- Experience in the Health Care field preferably in the Food & Nutrition, Housekeeping and Laundry Services.
- Accurate typing skills with a minimum 60 words per minute.
- Ability to work independently with minimal supervision. Must be able to exercise initiative and independent judgment in determining work priorities.
- Good organizational, analytical and interpersonal skills with the demonstrated ability to communicate effectively, both verbally and in writing with staff, outside agencies and the public required.
- Ability to work with a variety of sensitive information and maintain confidentiality.
- Ability to work under pressure and meet deadlines.
- Ability to work with frequent interruptions.
- Good physical and mental health to meet the demands of the position.

**SKILLS/COMPETENCIES:**

- Excellent communication skills, written and verbal, demonstrating considerable judgment, courtesy, and tact.
- Ability to handle difficult and sensitive situations confidentially using sound, independent judgment within general policy and legal guidelines.
- Involve relevant stakeholder when responding to inquiries/issues. Acknowledge inquiries/issues in a timely manner.
- Ability to foster and maintain positive working relationships both individually and in a team setting.
- Demonstrated organization, prioritization and time management skills required.
- Valid drivers' license.
- 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.



*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.*