



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911, route MacKenzie
Hay River, NT X0E 0R6

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-03-40, CA-1570	Social Services Receptionist	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Social Services	Clinical Supervisor, Child & Family Services	H.H Williams Memorial Hospital

PURPOSE OF THE POSITION

To provide administrative support, including clerical, word processing and receptionist support to Social Services Department of the Hay River Health & Social Services Authority. The receptionist relieves management and program staff of routine office and administrative tasks, and works with staff to facilitate the delivery of comprehensive Social Service programs within the context of Territorial laws and regulations and Hay River Health & Social Services Authority policies and procedures.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This position reports to the Clinical Supervisor, Child & Family Services. The incumbent provides administrative support to the Manager, and 4.0 full-time equivalent Community Social Service Workers and to staff in other programs as required or as time permits.

The incumbent organizes and maintains a filing system for the Child Protection Program, which includes filing various reports, case histories, case notes and court documents. Typically, this person may receive and direct 15 clients and up to 50 calls a day.

RESPONSIBILITIES

1. Provides administrative support to assigned programs and staff, in order to facilitate and expedite program activities and staff time, and maintain efficient and confidential storage and retrieval of client files, reports and documents within generally accepted office procedures and Hay River Health & Social Services policies.

Main Activities:

- Creates and maintains the central filing system of client records for Child Protection Program.
- Recommends revisions of office and administrative procedures.
- Complies Foster Children registry on a monthly basis.
- Assembles, dismantles, retrieves and files client records, administration files and documents.
- Orders and maintains an inventory of office supplies and distributes to staff as required.
- Archives records as directed by the Clinical Supervisor, Child & Family Services.
- Tracks Foster Family allowances on a bi-weekly basis, or over a shorter time period in special cases.
- Calculates Foster Family payments on a bi-weekly basis, including per diems, clothing allowances, recreation allowances, etc.
- Prepares requisitions for Foster Family allowances and submits these to the Clinical Supervisor for authorization.
- Assists the Clinical Supervisor in the orientation of new employees to their new environment.
- Notifies maintenance regarding any requirements for the department.
- Assists Social Workers by attending to families/children during home visits.

2. Facilitates information flow within the Department and between the Department and the community in order to enable the timely and effective response of programs and employees to client and community needs, and ensure confidentiality of information within the context of board policy and practices.

Main Activities:

- Word processes, proof reads, prepares, collates, organizes, copies and prints documents, correspondence, tables and graphics, reports, minutes and conference/workshop materials.
- Receives deliveries, phone calls, visitors/clients, faxes, electronic or regular mail, determines where this correspondence should be directed and directs/transfers it to appropriate staff.
- Attends and participates in staff meetings in order to contribute ideas and information, or to receive assignments and take minutes..
- Prepares and maintains a current list of Foster Families.

- Maintains printed resource material for Social Services.
- Responds to Foster Family requests for information and payments.
- Gathers and distributes resource material for foster families and assists with scheduling Foster Family workshops and conferences.
- Arranges meetings and manages boardroom usage.
- Prepares invoices for payment.
- Orders and maintains office supplies.
- Monitors leave and attendance records.
- Undertakes specific research tasks under the direction of the Clinical Supervisor.
- Reviews and controls access to files.

3. Maintains security within the organization in order to provide as safe an environment as possible for staff and clients and maintains the safety and confidentiality of client records and organization documents.

Main Activities:

- Identifies any disruptive, suspicious or potentially threatening persons and calls for assistance from staff or RCMP.
- Handles client files, all correspondence and staff meetings or discussions in confidential manner at all times.

Position Role in Client & Staff Safety:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care

and ultimately the quality of life for our clients.

- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Computer literacy skills and the ability to use a word processor, e-mail, and various data base, spreadsheet, graphics or publishing software packages are required.
- A knowledge of standard office practices, filing systems, Social Service terminology, communication formats and English grammar and punctuation is essential.
- The incumbent requires the ability to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile, and emotionally charged situations.
- The ability to effectively organize and prioritize own workload in consultation with Manager is essential.
- Ability to assume responsibility without direct supervision, ability to exercise initiative and judgment.
- Ability to communicate effectively both orally and in writing.
- Organizational skills in managing heavy caseloads.

The forgoing knowledge, abilities and skills would most commonly be acquired through completion of a one year post-secondary secretarial course, various computer courses in word processing and e-mail, along with 2 years experience in a busy, client-centered, service oriented office environment.

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Duration	Intensity
Prolonged sitting at a desk or computer	Daily	2 hours	Moderate
Prolonged keyboarding	Daily	2 hours	Moderate

Environmental Conditions

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Demand	Frequency	Duration	Intensity
Comfortable office setting with a large well lit work space.	Daily	Continuous	Moderate

Sensory Demands

Demand	Frequency	Duration	Intensity
Extended, intense proofreading of computer screen and printed materials.	Daily	2 hours	Moderate
Operation of various pieces of equipment: computer, typewriter, telephone, photocopier machine, fax machine.	Daily	2 hours	Moderate
Focused attention to verbal and non-verbal communication of volatile, difficult, intoxicated and verbally or physically abusive clients.	Daily	15 minutes	High to Moderate

Mental Demands

Demand	Frequency	Duration	Intensity
Dealing with confrontational, emotional and irrational clients.	Daily	15 minutes	Moderate to High
Dealing simultaneously with multiple callers/clients and requests.	Daily	Continuous	Moderate

CERTIFICATION

Position Number:

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Manager Title</p> <p>_____ Manager Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

Rev September 21, 2006
Rev: July 18, 2002
Editorial changes only March 2006
November 2009-Editorial Scope & Client Safety
September 2012 – editorial & reports to changes only
August 2015 – editorial & reports to changes only
May 2017 – logo, scope, commitment statement