



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U0224, U01140, CA1180	Administrative Assistant	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Registration (1180)	Manager, Primary Care & Community Health	Hay River Regional Health Centre

### PURPOSE OF THE POSITION

The Administrative Assistant provides secretarial, administrative, reception, and data entry support to various departments including: Medical Records, Diabetes, Rehab, Specialist Clinic, Telehealth, Dialysis, Ambulatory Care, Laboratory and Diagnostic Imaging Departments.

### 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 Náydı Kúę. 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.

The incumbent is to provide clerical and administrative support in order to relieve management and professional staff of routine office and administrative tasks, and assist them to facilitate the delivery of comprehensive programs within the context of territorial

and health board policies and practices. The incumbent is responsible for documenting and maintaining centralized client information for all clients requiring treatment within the clinics using technologies available. The incumbent is responsible for the direction of incoming and outgoing calls to ensure effective communication between external and internal customers and the scheduling of appointments.

The Administrative Assistant reports to Manager, Primary Care & Community Health. This position provides administrative support to the following service departments: two Medical Records staff, two Diabetes program facilitators, , to three Laboratory Technicians, three Diagnostic Imaging technicians, five Rehabilitation Therapists and one Rehabilitation Assistant and periodic casual staff. This position requires discretion, independent judgement and knowledge of secretarial, reception, and administrative support procedures.

The nature of this job is such that a number of phone lines may be ringing while clients are at the front desks requiring assistance at the same time. This position has to make decisions regarding booking clients correctly. Failure to perform this duty would result in delays in clients being seen and frustration experienced by the client. Due to the level of responsibility of this position and the number of clinics being managed this position is not left vacant for any length of time, due to the negative impact it would have on client care. This position acts as the central liaison for all activities pertaining to its service departments, and is responsible for the main hospital switchboard.

## **RESPONSIBILITIES**

**1. Provide reception services for the service departments to referred clients, the general public and other hospital departments and clients in accordance with HRHSSA policies and procedures to ensure efficient operations.**

### ***Main Activities:***

- Maintain a pleasant and calm atmosphere for clients and public;
- Operate the hospital switchboard and paging system;
- Provide coverage for breaks to respective desks
- Answer, screen, and transfer telephone calls in a polite and courteous manner and maintain strict confidentiality while in an open reception area;
- Assess each call and relay messages and pertinent information to clinicians and staff as required by clients, physicians or staff from other departments;
- Provide general information about each department's services to clients, the general public and other departments and outside agencies;
- Inform clients re: possible wait times and inform clinicians re: client arrivals and/or delay and/or missed appointments, in a professional manner;
- Schedule, co-ordinate client appointments according to established guidelines and preferences of the clinicians and clients;
- Registration of all clients upon arrival, ensuring that all demographic information provided is up-to-date and accurate.

- Maintenance of daily and/or monthly waiting lists by coordinating clients based on urgency and need and coordinating communication with the clinicians to establish appointment times;
- Maintain clinician schedules on Wolf EMR/ Medipatient/Outlook through data entry;
- Cancel and/or reschedule clients' appointments when clinicians need an appointment cancelled and/or rebooked or when the client requests same.
- Coordinating the use of Facility cars and the scheduling of each for all staff.
- Processing of payments from the general public for various items from the Rehabilitation and Lab/Diagnostic Imaging Departments and reconciling same.
- Record all lab results for each Diabetes Group client.
- Calling and confirming clients appointments where applicable.
- Working with clients to complete all NWT Healthcare Forms and faxing of same.
- Use of ORMED for scheduling and requisitioning.
- Liaise with Internal/external stakeholders: PH/HC, Dietary, Foot Care, Social Services, Medical Clinic, SMCC, Schools, Day Cares and outlying health centers.
- Receiving and registering lab specimens.

## **2. Facilitate appropriate and necessary client care through professional management of client records in a timely fashion.**

### ***Main Activities:***

- Works with clients to complete Release of Medical Information Requests.
- Sends appropriate documentation to Medical Records and makes contact with the clients when their information is ready to be picked up.
- Printing appropriate results for patients as requested.
- Basic coding of medical clinic day sheets for medical records.
- Ensure all information is accurate and updated including client demographics and history, and updating any changes in the appropriate electronic medical patient database system;
- Ensure old and new files are coordinated in order for the clinician to have all relevant information available to them, in order to provide well-informed care;
- Maintaining an accurate client chart by obtaining all medical reports from other departments and agencies; make up charts for new referrals
- Shred confidential material, as required.

## **3. Provide highly skilled secretarial and administrative support for the service departments, in accordance with guidelines and policies of HRHSSA and procedures as per individual program.**

### ***Main Activities:***

- Photocopying and faxing;

- Provide word processing support as required;
- Ensure replacement staff for Administration Assistant maintains a high level of skill set by communicating any changes to the position;
- Attend staff education programs and in-services; and
- Interact with staff, other health centers and government agencies to obtain and/or forward information;
- Collect and collate information and compile statistical data, such as utilization reports, etc.
- Inform staff of schedule changes, meetings and other information deemed necessary by the Supervisor;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive for the service departments;
- Recommend revisions of office and administrative procedures to maximize efficiencies and still maintain confidentiality of client information and HRHSSA documentation;
- Other duties and projects, as assigned;

### **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 share 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 & ABILITIES:**

- The responsibility of this position requires the incumbent to have good interpersonal, time management and communication skills to be able to prioritize simultaneous work assignments in an environment where situations change rapidly;
- Sensitive to geographical/cultural needs of the regions and understand how community and culture impact on the delivery of the health care team;
- Ability to effectively work under pressure, handle multiple tasks, meet deadlines while displaying a calm and professional demeanor;
- Knowledge and ability of general office procedures and familiarity with electronic equipment;
- Fluent, effective communication skills both verbal and written;
- Knowledge and ability to use medical terminology;
- Knowledge of updated computer programs within the organization and word processing abilities, outlook/e-mail;
- Ability to work independently with little guidance and/or direction;
- Good working knowledge of the Collective Agreement;
- Strong interpersonal skills and good telephone skills;
- Ability to interact well, be pleasant and have a courteous approach with staff, residents and clients;
- Cooperative, tactful, professional and maintain confidentiality;
- Good problem solving skills;
- A focus on accuracy and neatness;
- Adaptable and flexible.
- Must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:
  - Non-Violent Crisis Intervention

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

### Physical Demands

Demand	Frequency	Duration	Intensity
Prolonged sitting at a desk/computer	Daily	5 hours	Moderate
Prolonged keyboarding	Daily	5 hours	Moderate
Predisposes to eye strain, and muscle/joint problems. The incumbent is able to take breaks from sitting to rest, and change activity when desired to meet other work requirements			

Administrative Assistant is required to sit, bend, lift, carry, push, pull and stretch throughout the working day. The frequency varies from moderate to high, depending on the activity in the clinics. This may lead to neck, back or arm strain or injury. During stressful situations while interacting with clients or the public, in general it is common to suffer from back/muscle strain before the shift ends.

### Environmental Conditions

Demand	Frequency	Duration	Intensity
Exposure to contagious diseases carried by clients	Daily	15 min	Moderate
The risk may be minimized by maintaining an up to date immunization status and using infection control measure.			

Frequent interruptions from telephone calls, other staff/physicians/specialists and clients requiring continual prioritizing of work happening simultaneously. The incumbent is exposed to a busy work environment that includes at times screaming, demanding and rude clients (i.e., psychiatric or in physical pain) and/or crying children. Exposure to contagious disease carried by clients is daily and is in moderate intensity.

### Sensory Demands

The incumbent must pay attention to repetitive details with many interruptions. The incumbent must listen intently to verbal communication by telephone and face to face. Understanding clients with a variety of linguistic and cultural backgrounds, and to closely observe body language. The nature of the work demands long periods of concentration, accompanied by frequent interruptions and reprioritizing one's work duties. The demands and expectations are usually moderate to high in intensity. There is a need to remain focused and acutely aware of all the activities in the clinics. The senses of hearing, watching, touching and focused listening are extremely important in order to act quickly to situations.


## Mental Demands

Demand	Frequency	Duration	Intensity
Prolonged, intense proof reading of computer screen and printed materials	Daily	4 hours	Moderate
Focused attention to verbal and non-verbal communication, volatile, difficult, intoxicated and verbally or physically abusive clients	Daily	Varies	Moderate
Operates various pieces of equipment: computer, printers, telephone, photocopier machine, fax machine, binding machine, paper shredder	Daily	5 hours	High to Moderate
The incumbent must listen intently to verbal communication by telephone, to requests for information from, information provided by, and confirmation of understanding by, speakers with a variety of linguistic and cultural backgrounds, and to closely observe non-verbal communication.			

The environment is dynamic and always constantly changing; therefore, the incumbent has no control over their work pace. The Administrative Assistant must deal with a variety of people every day including clients, physicians and other departments, both internal and external. Because the incumbent is the first point of contact for the clinic, they must be professional, empathetic, tactful and diplomatic when dealing with the public. The incumbent may sometimes be confronted with difficult and angry clients dissatisfied about the wait time or appointment scheduling and must be able to handle the client with a calm and professional demeanor. Suffering verbal abuse may at times cause mental fatigue and stress. The Administrative Assistant is at the center of the office and generally can only leave this area at breaks or mealtime. There is concentrated attention to detail required for prolonged periods of time and exposure to emotionally disturbing people

**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>_____ Supervisor Title</p> <p>_____ Supervisor 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><i>May 10, 2024</i> _____ 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.**

- May 2011 – new
- September 2012 – reports to and minor editorial changes only
- November 2014 - reports to and minor editorial changes only
- October 2016 – editorial changes
- April 2017 – update scope – commitment statement - editorial changes
- September 2017 – reports to
- November 2020 – reports to
- December 2020 – added NVCI requirement
- April 2022- location update