



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-05-36	Administrative Assistant – Long Term Care	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Continuing Care	Manager, Continuing Care	Woodland Manor

PURPOSE OF THE POSITION

The Administrative Assistant – Long Term Care is a member of the health care team that provides secretarial, payroll and administrative support to the multidisciplinary team. The incumbent acts as a receptionist and administrative assistant for the resident care areas and carries out clerical functions in relation to resident records, services and supplies. The incumbent is the first person that visitors, family and physicians interact with as they approach the nursing desk. They provide the necessary directions, answer questions and/or provide the forms/supplies that are required.

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 Náydi Ku'ę. 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; 23 Long Term Care beds and 2 respite bed; Supportive Living Campus, a Territorial campus providing 11 permanent beds and 1 respite bed; 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 is located at the Woodland Manor in Hay River, which is a secure long term care facility with 23 permanent beds and 2 respite. The incumbent provides administrative support to the multidisciplinary team. The Administrative Assistant – Long Term Care position is the center core for processing the paperwork and providing support to the multidisciplinary team who provides the delivery of client care.

RESPONSIBILITIES

1. Provides clerical support at Woodland Manor and Supported Living Services.

Main Activities:

- Prepares and maintains resident charts.
- Prepare charts for new admissions with patient identification labels, printing legibly and inscribing a name on a chart holder, procuring old charts from Medical Records as required and filling out dates, on vital sign sheets and nurses notes.
- Checking charts daily for proper order of sheets, adding new sheets as required and ensuring all sheets in the chart are identified.
- Ensure admission consent forms are properly filled out and present on resident's current chart.
- Dismantle discharged charts and assemble them in proper order for filing.
- Complete diet sheets for Dietary and notifying them of admissions, discharges and diet changes.
- Coordinate transfers which include notifying hospital departments, transportation and ambulance services where necessary.
- Monitor and order stationary supplies and ward forms for Woodland Manor and Supported Living Services.
- Make changes when residents are transferred to another room.
- Complete Vital Statistics Forms as required.
- Filing chart thinning received from nursing staff.
- Shredding of confidential material.
- Requisitioning of supplies for facility weekly and as needed.
- Assist nursing staff by collecting and delivery of equipment and supplies.
- Notify maintenance regarding any requirements.
- Assist in the orientation of new staff to the nursing desk area.
- Scheduling meetings
- Taking and distributing meeting minutes to appropriate parties (residents, staff, and family members)
- Ensure that forms are updated, organized and available for nursing staff
- Update orientation manuals
- Coding of invoices and purchase orders for Manager's signature and sending invoices electronically to the Finance Department
- Tracking of all invoices and expenditures
- Coordination of student placements within the Continuing Care Department including scheduling, hour verification and administrative and safety orientations
- Provide word processing support as required
- Filing, photocopying and faxing as required
- Coordinates and facilitates the transport and/or other necessary arrangements for new staff, students, visitors and guests as requested by Manager/Supervisors/Human Resources;
- Collecting monthly/ quarterly data/ stats; including scheduling, processing and distributing as appropriate;
- First line communications on behalf of Manager/Supervisors when requested;

- Undertake specific research tasks as directed by Manager & Supervisors;
- Scheduling of Practitioner rounds for Woodland Manor and Supported Living Services on Electronic Medical Records;
- Printing and distributing any orders from Practitioner rounds.

2. Provides reception for Woodland Manor.

Main Activities:

- Answer the telephone and screen calls in a polite, courteous manner and redirect calls as required.
- Take and relay messages as required by/for nurses and Practitioners excluding all Practitioners' orders or received phoned lab results.
- Coordinates resident conferences and other activities such as consultations to outside agencies to facilitate the active management of residents and in the discharge process.
- Maintain confidentiality of information.
- Assist with orientation of new staff regarding the communication system.
- Update the census sheet throughout the day post admissions and discharges.
- Act as the central communications clerk during any fire drills, disasters and codes.
- Help nursing staff in providing emotional support to the family of terminally ill residents; contact the appropriate chaplain for the family's request.
- Greet new residents and assist them to their rooms when required.
- Help to ensure hallways are not crowded, especially emergency and fire exists.
- Accept mail, flowers and packages and distribute to proper residents or staff.
- Be available at the desk during nursing conferences or reports.
- Direct visitors and explain rules and regulations regarding visiting hours under the direction of the nursing staff.
- Refer all questions by visitors of critically ill residents to the Manager, Continuing Care or LPN on duty.
- Promote good public relations through courteous and polite work behavior.
- Tallying and calibrating inpatient, staff & family survey results necessary for accreditation purposes;
- Creating executive summaries of surveys, quality indicators, and continuous quality improvement initiatives;
- Take and prepare minutes at meetings including: Family Resident Council, Tailgates
- Vehicle distribution inventory

3. Provides payroll data entry and staff scheduling support to the Manager, Continuing Care in accordance with the HRHSSA policies and guidelines and the Collective Agreement.

Main Activities:

- Maintaining schedule book for Woodland Manor by providing new copies of the master rotation.
- Calling staff to replace for holidays, sick time, banked time or any other type of leave as directed by the Manager, Continuing Care.
- Preparing and checking time sheets, and entering payroll data, approved leave and overtime sheets.
- Maintain overtime database for Continuing care

- Maintain staff Certification Database in conjunction with HR and other departments with in the Authority
- Ensure that both Woodland Manor and LTC are staffed for daily operations
- Promoting good interpersonal relationships with nursing staff and other co-workers.
- Maintaining confidentiality of information.
- Informing staff of schedule changes, meetings and other information deemed necessary by the Manager, Continuing Care.
- Maintaining an updated seniority list for overtime calls.
- Provides relief payroll coverage for Supportive Living Services as needed.

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.

KNOWLEDGE, SKILLS AND ABILITIES

- Good oral and written communication and interpersonal skills.
- Knowledge of trans-cultural environment, sensitivity to others' situation/feelings.
- Knowledge and ability to use medical terminology. through completion of medical technology course and two years experience
- Awareness of the use of equipment and supplies.
- Good computer experience and word processing.
- Basic working knowledge of office procedures.
- Ability to remain calm and level head during a crisis and/or busy time.
- Ability to work independently with little guidance.
- Good organizational skills, be able to prioritize effectively.

The level of knowledge is generally acquired through a Grade 12 education and 1-2 years secretarial training: including word processing, spreadsheets and email.

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Duration	Intensity
Prolonged sitting at a computer or desk	Daily	3 hours	Moderate
Prolonged keyboarding	Daily	2 hours	Moderate

Environmental Conditions

Demand	Frequency	Duration	Intensity
Comfortable office setting with large well lit work space. <ul style="list-style-type: none"> The incumbent works in a busy open environment impacting the ability to concentrate. There is a lack of privacy due to constant interruptions, heavy traffic area and noise levels. 	Daily	Continuous	Moderate

Sensory Demands

Demand	Frequency	Duration	Intensity
Extended, intense proofreading of computer screen and printed materials.	Daily	1-2 hours	Moderate
Operation of various pieces of equipment: computer, telephone, photocopier, and fax machine.	Daily	2 hours	Moderate
Focused attention to detail when scheduling and entering payroll	Daily	1 hour	Moderate

Mental Demands

Demand	Frequency	Duration	Intensity
Dealing with emotional, confrontational, confused residents	Daily	½ hour	Moderate
Dealing simultaneously with multiple requests.	Daily	½ hour	Moderate
Pressure from deadlines, work interruptions and unpredictable situations	Daily	2 hours	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>_____ 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 _____ 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”.

Revised: July 2010
Revised: June 2022
Revised: November 2022