



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-05-36	Administrative Assistant	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Continuing Care-Long Term Care and Supportive Living Services	Manager of Continuing Care	Woodland Manor

PURPOSE OF THE POSITION

The Administrative Assistant is a member of the health care team that provides secretarial, payroll and administrative support to the multidisciplinary team in Long Term Care (LTC) and Supportive Living Services (SLS). 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 Authority staff 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 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 is located at Woodland Manor which is a 15-bed accredited long-term care facility in Hay River. The incumbent provides administrative support to the multidisciplinary

team. The Administrative Assistant 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 for Long Term Care (LTC) and Supportive Living Services (SLS).

Main Activities:

- Prepares and maintains resident charts;
- Prepare charts for new admissions with resident identification labels, printing legibly and inscribing a name on a chart holder, procuring old charts from storage, and updating general forms as needed;
- 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 includes notifying hospital departments, transportation and ambulance services where necessary;
- Monitor and order stationary supplies and ward forms;
- Make changes when residents are transferred to another room;
- Complete Vital Statistics Forms, as required;
- Monthly chart thinning and filing;
- Shredding of confidential material;
- Requisitioning of supplies for facility weekly and as needed;
- Assist staff by collecting and delivery of equipment and supplies;
- Notify maintenance regarding any requirements;
- Assist in the orientation of new staff to the schedule and payroll;
- Taking meeting minutes;
- Provide word processing support as required to the SLS and LTC team;
- Interact with staff, other departments, government agencies, health centers, etc., to obtain and forward information;
- Assisting with the planning, developing, implementing and maintaining of the LTC and SLS policies, procedures and departmental forms;
- Updating the orientation manuals;
- Coding of invoices and LPO's for the Manager's signature;
- Filing, photocopying and faxing as required
- Other related administrative duties as required by the Manager.

2. Provides reception for Long Term Care.

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 staff, nurses and doctors excluding all doctors' orders or receiving 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;

- Act as the central communications clerk during any fire drills, disasters and codes;
- Help to ensure hallways are not crowded, especially emergency and fire exists;
- Accept mail, flowers and packages and distribute to proper residents or staff;
- Direct visitors and explain rules and regulations regarding visiting hours ;
- Refer all questions by visitors of critically ill residents to the LPN on duty, Resident Care Coordinator or Manager of Continuing Care;
- Promote good public relations through courteous and polite work behavior.

3. Provides payroll data entry and staff scheduling support to the Manager of Continuing Care in accordance with the HRHSSA policies and guidelines and the collective agreement.

Main Activities:

- Maintaining schedule online for LTC and SLS;
- Calling staff to replace for holidays, sick time, banked time or any other type of leave as directed by the Manager of Continuing Care.
- Preparing and checking time sheets, and entering payroll data, approved leave and overtime sheets for LTC, Recreation and SLS staff;
- Ensuring all leave and overtime is distributed on an “equal opportunity basis” as stipulated in the Collective Agreement;
- Preparing daily staff assignment sheets for LTC and SLS;
- Promoting good interpersonal relationships with nursing staff and other co-workers;
- Informing staff of schedule changes, meetings and other information deemed necessary by the Manager of Continuing Care;
- Maintaining an updated seniority list for overtime calls;
- Maintaining strict confidentiality over all information such as staff payroll information and staff personal files.

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

- Strong interpersonal skills and excellent telephone skills
- Fluent and effective communication in English, both written and verbal;
- Knowledge of cross-cultural environment, sensitivity to others' situation/feelings;
- Knowledge and ability to use medical terminology;
- Awareness of the use of equipment and supplies;
- Strong skills with computers, particularly word processing, spreadsheets and data entry;
- Strong keyboard skills;
- Good writing and math skills;
- Good organization and time management skills, ability to prioritize effectively;
- Good problem solving skills;
- 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.

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

WORKING CONDITIONS

Physical Demands

Demand	Frequency	Duration	Intensity
Prolonged sitting at a computer or desk	Daily	5-6 hours	Moderate
Prolonged keyboarding	Daily	2-3 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	Daily	Continuous	Moderate

concentrate. <ul style="list-style-type: none"> There is a lack of privacy due to constant interruptions, heavy traffic area and noise levels. 			
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Sensory Demands

Demand	Frequency	Duration	Intensity
Extended, intense proofreading of computer screen and printed materials.	Daily	2-3 hours	Moderate
Operation of various pieces of equipment: computer, telephone, photocopier, and fax machine.	Daily	2-3 hours	Moderate
Focused attention to detail when scheduling and entering payroll	Daily	1-2 hours	Moderate

Mental Demands

Demand	Frequency	Duration	Intensity
Dealing with emotional, confrontational, confused residents	Daily	1- 1 ½ hours	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: _____

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

“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: February 2016
February 2017 – Updated Scope & Commitment Statement
September – criminal record check