



Job Description

Identification

Position Number	Position Title	
	Administrative Assistant, Laboratory, Diagnostic Imaging and Rehabilitation Services	
Department	Position Reports To	Site
Laboratory, Diagnostic Imaging, Rehabilitation Services	Director, Health Services	Hay River Regional Health Center

PURPOSE OF THE POSITION

The Administrative Assistant provides secretarial, administrative, reception, requisitioning and payroll data entry support to the Laboratory, Diagnostic Imaging and Rehabilitation departments. In addition will plan, requisition and maintain a calendar of locum travel, including but not limited to mammography, sonography and occupational therapy.

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 Woodland Manor, Supportive Living Services and/or the Náydı Kúé Building. 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, Family Preservation, Healthy Families and Child and Family Services, Primary Care and Community Health, Home Care, and Rehabilitation which includes 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 the Director of Health Services. This position provides administrative support to the following service departments: Laboratory Technicians, Diagnostic Imaging technicians, Mammography Assistant, Rehabilitation Therapists and Rehabilitation Aide and periodic casual staff. This position requires discretion, independent judgment and knowledge of secretarial, reception, and administrative support procedures.

The nature of this job is such that several phone lines may be ringing while clients are at the front desks requiring assistance at the same time. This position must 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.

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 paging system;
- Provide coverage to the unit clerks during breaks;
- Provide the clinicians with daily appointment list, through Medi-Patient;
- Receive all clients attending outpatient appointments in the service departments;
- 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;
- Notify health professionals in the outlying catchment areas of appointments for clients for their areas;
- Liaising with Nursing Stations, HRHSSA departments, South Mackenzie Correctional Centre (SMCC), schools, daycares, , etc., to coordinate appointments for clients and professional community health disciplines;



- Schedule, co-ordinate client appointments according to established guidelines and preferences of the clinicians and clients;
- 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 schedulers on Medi-patient through data entry;
- Maintain, assist to organize, and co-ordinate therapy treatment/client appointments/schedules;
- Cancel and/or reschedule clients' appointments when clinicians need an appointment to be cancelled and/or rebooked to accommodate urgent referrals;

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

Main Activities:

- Preparing outpatient forms to accompany patients to their appointment;
- Coordinate new referrals by creating required charts that are specific to discipline, guidelines and diagnosis;
- Ensure all information is accurate and updated including client demographics and history, and updating any changes in the 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;
- Pull and file all charts with diligence before and after treatment services;
- Archiving department clients' charts, who have been discharged from their respective program;
- Maintaining an accurate client chart by obtaining all medical reports from other departments and agencies;
- Communicate with external agencies (such as WSCC, FMBS, NIHB, other health care facilities, etc.) via faxing and receiving all required documents in a highly confidential manner; and
- Shred confidential material, as required.

3. Provide payroll data entry for the service departments in accordance with the HRHSSA policies and guidelines and the Collective Agreement.

Main Activities:

- Prepare and check timesheets for the service departments;



- Once appropriate leave form is received, checking accumulated leave banks, forwarding leave form to supervisors;
- Inform Supervisors of applications for leave in an efficient and timely manner;
- Maintain strict confidentiality over all information such as staff payroll information, staff personnel files, etc.; and
- Due to the high importance of this job task, incumbent is responsible for ensuring that their department alternate maintains their skill set for this task.
- The DHS will initiate a duty travel form and obtain appropriate approval for the locum practitioners. Once the approval has been received it will provide to the administrative assistant to work with purchasing and the locum to secure appropriate travel as well as accommodations. The administrative assistant will also make the requisition for IT access new or renewed. In addition they will ensure the locum has an appropriate ride from the airport on arrival and a ride back to the airport at the end of their assignment.

4. 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:

- Filing, photocopying and faxing;
- Provide word processing support as required;
- Participate in the orientation of new professional staff to office procedures (such as time sheets, communication system, chart and filing system, etc.);
- 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;
- Develop necessary spreadsheets, forms, calendars, etc. using computer programs to meet the needs of the service departments;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive for the service departments;
- Tally and calibrate client survey results, necessary for accreditation purposes;



- Prepare agenda correspondence, take and prepare minutes at department staff meetings and any other duties set out by the Team Leads;
- 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 by the Team Leads; or DHS.

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 RECORDS 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:

- 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 procedure 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.

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.

ADDITIONAL REQUIREMENTS:

All employees hired by the HRHSSA are required to undergo an Employee Health Risk Assessment upon their start date, and annually thereafter.



Position Security (check one)

- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

Language Requirements (check applicable)

- English
- French
- Bilingual
- Required Language (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

Indigenous Language

- Required
- Preferred

Driver’s License

- Required

Continuous/Non-Continuous

- Continuous
- Non-Continuous

WORKING CONDITIONS:

	Physical Effort	Physical Environment	Sensory Attention	Mental Stress
Description	A. Minimal Work activities involve alternating	a. Minimal Physical	II Moderate Work activities involve a need to	3. Moderate Work activities are performed in



	positions of light physical activities (sitting, standing walking, bending, light weight animate/inanimate objects, intermittent periods of keyboarding etc.), which cause little physical effort. Majority of the is spent in a comfortable position with frequent opportunity to move about at will. Activities require a variety of easy muscle movements	Works in an environment with occasional exposure to mild unpleasant or disagreeable conditions e.g., negligible conditions of dust dirt, noxious odours, noise etc. and/or a remote possibility of risk of accident or health hazards.	concentrate on a variety of sensory inputs for intermediate durations at a time requiring close attention to detail several times a day (advanced word processing, creation of spreadsheets, data entry). The need for detailed or precise work is moderate.	an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent. (ex. Pressure for deadlines, need for accuracy, unpleasant public or client contacts, probably concern about unpleasant situations)
Level of Intensity (expressed in hours per day)	7.5	7.5	7.5	7.5



CERTIFICATION:

<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>Director of Health Services Supervisor Title</p> <p><i>Heidi Brooks</i> Supervisor Signature</p> <p>_ May 29, 2026 Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to this position.</p>
<p><i>[Signature]</i> _____ 2026-05-29 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 duties required of this position.

Edit Record:

May 2026- reviewed and revised