



Job Description

IDENTIFICATION

| <i>Position Number</i> | <i>Position Title</i> | |
|------------------------|---|---|
| U-02-57 | Client Services Administrative Assistant | |
| <i>Department</i> | <i>Position Reports To</i> | <i>Site</i> |
| Client Services | Director, Client Services | Hay River Regional Health Center |

PURPOSE OF THE POSITION

The Client Services Administrative Assistant provides secretarial and administrative and payroll data entry-services for Client Care Services Team. The incumbent provides assistance to the Client Services Team and other departments as needed, in accordance with the Hay River Health & Social Services Authority (HRHSSA) philosophy, policies and procedures and in accordance with the HRHSSA Collective Agreement with the UNW.

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.

RESPONSIBILITIES

- Provides payroll data entry and staff scheduling support to the Client Care Services Team, in accordance with the HRHSSA policies and guidelines and the Collective Agreement.**

Main Activities:

- Maintaining an accurate and updated scheduling book for the staff on Acute & Ambulatory Care (including Dialysis, NEM, Medical/Surgical staff) by providing new copies of the master rotations;
- Coordinating staffing for Ambulatory Care (i.e. for dental surgery, endoscopic procedures, stress testing, Renal Insufficiency Clinic, etc.)
- Scheduling/Calling staff to replace for vacation, stats, bank time and any other type of leave, as directed by the Manager or Director, Client Services;
- Ensuring that all leave and overtime is distributed on an “equal opportunity basis” as stipulated by the current Collective Agreement;
- Preparing and checking time sheets for the Client Care Services Team: staff on Acute & Ambulatory Care (including Dialysis, Nurse Educator Medical/Surgical staff; Pharmacy) ;
- Preparing and checking time sheets, and entering payroll data that includes approved leaves and overtime sheets;
- Promoting good interpersonal relationships with nursing staff, other co-workers, departments and outside agencies;
- Informing staff of schedule changes, meetings and other information deemed necessarily by the Director;
- Maintaining an updated seniority list for overtime calls via ACCESS; and
- Maintaining strict confidentiality over all information such as staff payroll information, staff personnel files, etc.

2. Provide highly skilled clerical and administrative support to the Client Care Services Team, which includes the following departments and their respective department leads:

- Acute and Ambulatory Care;
- Primary Care & Community Health
- Diagnostic Services

Main Activities:

- Scanning, faxing and electronic filing;
- Providing word processing support,
- Interact with staff, other health centers and government agencies to obtain or forward information;
- This position is responsible for the payroll data entry services to Client Service Departments.
- Collecting and collating information and compiling statistical data;
- Requisitioning supplies for the Client Care Service Team as required;
- Scheduling and coordinating meetings such as performance appraisals, family meetings and case conferences, etc. as directed by the Director, Client Services and Client Services Department Managers.
- Assisting with the updating of nursing departmental manuals on SharePoint;

- Tallying and calibrating inpatient and outpatient survey results necessary for accreditation purposes;
- Prepares agendas, correspondence, take and prepare minutes at meetings including: weekly AAC meetings, quarterly Infection Prevention and Control (IPAC), Clinical Practice Advisory Committee (CPAC) and others as assigned by Manager or Director, Client Services;
- Acting as support for the Executive Assistant when needed;
- Other duties and projects, as assigned by the Manager or Director, Client Services.

3. Provides computer program support to the Client Care Services Team and HRHSSA.

Main Activities

- Maintain overtime databases for Acute & Ambulatory Care Services,
- Create necessary forms that can be integrated into Wolf and for department programming;
- Maintain staff Certification Databases in conjunction with HR;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive for the Client Care Services Team;
- Assist with Full Time Equivalent (FTE) budgeting data entry for Client Services Departments.
- Assists Client Care Department Managers to accurately complete the department budgeting data entry for Client Services Departments.

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.

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

- Experience in researching and tallying survey results preferred
- Strong interpersonal skills and excellent telephone skills
- Ability to work independently with minimal supervision
- Proficient with Microsoft Office Suite, Adobe Reader and knowledge and experience with various computer systems and software applications.
- Ability to interact well, be pleasant and have a courteous approach with staff
- Cooperative, tactful, professional and maintain confidentiality
- Fluent and effective communication in English, both verbal and written
- Advanced working knowledge of office procedures
- Excellent typing skills
- Strong writing and mathematical skills
- Excellent organization and time management skills, to organize the changing workload efficiently
- Strong problem-solving skills
- A focus on accuracy/neatness
- Adaptable and flexible
- Medical terminology would be an asset
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

These skills would generally be acquired through completion of grade 12, 1 - 2 years of Business Administration and two years previous hospital office experience.

WORKING CONDITIONS

Physical Demands

Required to sit in one location for much of the time in a comfortable indoor location. Repetitive movements and static postures frequently while typing and filing. Long periods sitting in one location entering data into the computer. Frequent telephone usage.

Environmental Conditions

The environment is busy and there are often conflicting demands and many distractions. The incumbent must be self-directed and able to work under pressure and exercise sound judgment.

Sensory Demands

The incumbent has to be very focused on a constant changing environment. Accuracy is essential when typing, performing data entering and dealing with the staff.

Mental Demands

The incumbent must be empathetic, tactful and diplomatic when dealing with staff and/or the public. The incumbent may sometimes be confronted with difficult and angry staff when errors occur in payroll entry and must be able to handle the staff/client with a calm and professional demeanor. The incumbent must be able to deal with frequent interruptions by staff, phone and the public. The individual must be flexible and able to quickly prioritize workload or changing priorities.

CERTIFICATION

Position Number: U-02-57-1230

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| <hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
| <hr/> <p>Director/Chief Executive Officer Signature</p> | <hr/> <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.

December 29, 2006 – editorial changes only
July 28, 2004 – editorial changes only
Revised: April 19, 2002
Revised: July 2010 and name change
September 2012, minor editorial updates, scope & reports to change
January 2015 – editorial updates
November 2020 – editorial changes
December 2021 - Training & Location Update