



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911, route MacKenzie  
Hay River, NT X0E 0R6

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-01-40, CA-1380	Community Health Administrative Assistant	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Health Services	Community Health Supervisor	H.H. Williams Memorial Hospital

### PURPOSE OF THE POSITION

The Community Health Administrative Assistant provides secretarial, administrative, reception, requisitioning and payroll data entry support to Public Health, Home Care, Home Care Enhancement Program and Environmental Health within Hay River Community Health Services.

### 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.

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 community health 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 Community Health Administrative Assistant reports to the Community Health Supervisor. This position provides administrative support to 1 Supervisor, 3.5 full-time equivalent Public Health Nurses, 3 full-time equivalent Home Care Nurses, 2.53 full-time Home Support Workers, 1.0 full time equivalent Diabetes Foot Care/Home Care LPN, 1.0 full-time equivalent Diabetes Program Coordinator, 1.0 full time equivalent Community Dietitian, and periodic casual staff. As well, provides clerical support to the 1.0 full time equivalent Environmental Health Officer. This position requires discretion, independent judgment and knowledge of secretarial, reception, and administrative support procedures. The delivery of services has a direct impact on the quality of life and satisfaction for the clients of the Community Health department and their families.

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 the department.

## **RESPONSIBILITIES**

- 1. Provide reception services for the community health (Home Care, Public health, environmental health, Diabetes Program, foot Care, Dietician) departments to referred clients, the general public and other hospital departments and clients, in accordance with HRHSSA policies and procedures to ensure the efficient operation of the Community Health Department.**

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

- Maintain a pleasant and calm atmosphere for clients and public;
- Provide the clinicians with daily appointment list, through Medi-Patient;
- Receive all clients attending outpatient appointments in the Department;
- 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 community health 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;
- Assist clinicians by placing clients in appropriate treatment area;
- Be aware of clinicians' and clients' needs during sessions so as to assist when required (ie: provide glass of water, remove treatment item, tidy treatment area, etc.);
- 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, Office of the Chief Medical Officer of the NWT, 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 for all community health disciplines;
- Cancel and/or reschedule clients' appointments when clinicians need an appointment to be cancelled and/or rebooked to accommodate urgent referrals;
- Order equipment or supplies for clients through Non-Insured or Extended Health Benefits with the appropriate paperwork;
- 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 Community Health Administration Assistant maintains a high level of skill set by communicating any changes to the position;
- Ability to maintain calm and professional when met with upset clients and public;
- Attend staff education programs and in-services; and
- Help organize professional development in-services for HRHSSA employees;

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

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

- 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;
- Obtain files, documents and background information such as immunization records, school files and discharge summaries, for the professional and management staff;
- Pull and file all charts with diligence before and after treatment services;
- Archiving all community health department clients' charts, who have been discharged from their respective community health 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 Community Health Department in accordance with the HRHSSA policies and guidelines and the Collective Agreement.**

***Main Activities:***

- Prepare and check timesheets for the Community Health Supervisor;
- Once appropriate leave form is received, checking accumulated leave banks, forwarding leave form to supervisor;
- Inform Supervisor 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.

**4. Provide highly skilled secretarial and administrative support to the Community Health Supervisor and the Community Health Team, in accordance with guidelines and policies of HRHSSA and procedures as per individual community health program.**

***Main Activities:***

- Filing, photocopying and faxing;
- Provide word processing support as required to the Community Health Team;
- 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.
- Assist with updating of community health manuals and creating educational materials for staff, clients and the public;
- 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 Community Health Team;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive for the Community Health Team;
- 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 Supervisor
- 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 Community Health Supervisor
- Receive fees for client services and issues receipts

### **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 & 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;
- Experience in dictation transcription is essential;
- 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; and
- 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.

**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			

The Community Health 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.

**WORKING CONDITIONS**

**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

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
Dealing with confrontational, emotional and irrational clients	Daily	Varies	Moderate to High
Dealing simultaneously with multiple callers/clients and requests	Daily	Continuously	Moderate to High
Failure to correctly understand or address a request in a timely and appropriately manner may cause distress or undue complications for clients and staff and illicit verbal/physical abuse or threats from clients or expose the health board to liability.			

to situations.

### **Mental Demands**

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
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 Community Health 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>_____ 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.**

Feb.2010 Scope; Client Safety; reports to Community Health Supervisor  
Apr. 2010 Responsibilities; Demands  
Apr. 2011 reports to  
Sept.2011 Scope update  
Sept.2016 Scope update  
2017 – logo, scope, commitment statement