



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U0140, U0340	Community Wellness Administrative Assistant	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Community Wellness	Manager, Primary Care & Community Health	Off-Site Services

### PURPOSE OF THE POSITION

To provide administrative support, including clerical, word processing and receptionist support to Social Services, Public Health, Home Care, Diabetes Team and the Environmental Health Officer(s). This position reports to the Manager, Primary Care & Community Health. The incumbent is to provide support for routine office and administrative clerical duties in order to assist management and program staff to facilitate the delivery of comprehensive community health and social programs within the context of Territorial Acts and Regulations, and Hay River Health & Social Services Authority policies and procedures. The role also includes requisitioning and payroll data entry support as needed.

### 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 Off-site Services. 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 Services, 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 responsible for documenting and maintaining client information for all clients requiring services using technologies available. The incumbent is responsible for the direction of incoming and outgoing calls to ensure effective communication between external and internal clients and the scheduling of appointments. The incumbent organizes and maintains a filing system for the Child Protection Program, which includes filing various reports, case histories, case notes and court documents.

This position provides administrative support to staff working in Public Health, Home Care, Social Services, Diabetes Team and the GNWT Environmental Health Officer(s). 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 departments, the Social Services 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 desk requiring assistance at the same time. This position has to make decisions regarding booking clients in a timely manner and accurately. Attention to detail is very important in order to avoid 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 and services. This position acts as the central liaison for all activities pertaining to its service departments.

## **RESPONSIBILITIES**

**1. Provides administrative support to assigned programs and staff, in order to facilitate and expedite program activities and staff time; maintain efficient and confidential storage and retrieval of client files, reports and documents within office procedures and Hay River Health & Social Services policies.**

### *Main Activities:*

- Create and maintain the central filing system of client records; archive records as needed;
- Recommend revisions of office and administrative procedures;
- Filing, photocopying, and faxing;
- Order and maintain an inventory of office supplies and distributes to staff as required;
- Comply with Foster Children registry on a monthly basis;
- Provides basic financial administrative duties regarding the Child and Family Services Program;
- Assist in the orientation of new employees to their new environment;
- Notify maintenance regarding any requirements for the departments;
- 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 information deemed necessary by the Supervisors;
- Develop necessary spreadsheets, forms, calendars, etc. using computer programs;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive;
- 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 Supervisors;
- Recommend revisions of office and administrative procedures to maximize efficiencies and still maintain confidentiality of client information and HRHSSA documentation;
- Receive fees for client services and issues receipts.

**2. Provide reception services for various program areas and ensures accordance with HRHSSA policies and procedures to ensure the efficient operation of the office.**

### *Main Activities:*

- Maintain a pleasant and calm atmosphere for staff, clients and public;

- Provide the clinicians with daily appointment list, through Medi-Patient/EMR;
- Receive all clients attending appointments; answer, screen, and transfer telephone calls, 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 services to clients, the general public and other departments and outside agencies;
- Inform clients regarding possible wait times and inform clinicians regarding client arrivals and/or delay and/or missed appointments, in a professional manner;
- Notify health professionals in outlying catchment areas of appointments for clients for their areas;
- Liaise 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/cancel/maintain client appointments according to established guidelines and preferences of the clinicians and clients;
- Maintain daily and/or monthly waiting lists by coordinating clients based on urgency and need and coordinating communication with the clinicians to establish appointment times;
- 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 timesheets, communication system, chart and filing system, etc.);
- Ensure replacement staff for Community Wellness Administration Assistant maintains a high level of skill set by communicating any changes to the position;
- Interact with upset clients and public; resolve issues;
- Help organize professional development in-services for HRHSSA employees.

**3. Facilitates information flow within various departments and the community to enable the timely and effective response of programs and employees to client and community needs, ensuring confidentiality of information within the context of HRHSSA policy and practices.**

*Main Activities:*

- Provide word processing, proofreading, preparation of copies and prints documents, correspondence, tables and graphics, reports, minutes, and conference/workshop materials;
- Receive deliveries, phone calls, visitors/clients, faxes, electronic or regular mail, determining where this correspondence should be directed and directs/transfers it to appropriate staff;
- Attend and participate in staff meetings, contributing ideas and information, or receiving assignments and taking minutes;
- Prepare and maintain a current list of Foster Families;
- Maintain printed resource materials for the Community Wellness departments;
- Gather and distribute resource material as needed for Community Wellness departments, arrange meetings and manages boardroom usage;
- Prepare invoices for payment; order and maintain office supplies; monitor leave/attendance records;
- Undertake specific research tasks as directed by area supervisors.

**4. 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, ensuring 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;
- Archive all Community Wellness department clients' charts, who have been discharged from their respective Community Wellness program;
- Maintain 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;
- Shred confidential material, as required.

**5. Provide payroll data entry for the Community Wellness Department in accordance with the HRHSSA policies and guidelines and the Collective Agreement.**

*Main Activities:*

- Prepare and check timesheets; verify forms are received and check accumulated leave banks, forwarding leave forms to appropriate supervisor;
- 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;
- 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.

**6. Maintains security within the organization in order to provide as safe an environment as possible for staff and clients and maintains the safety and confidentiality of client records and organization documents.**

*Main Activities:*

- Identifies any disruptive, suspicious or potentially threatening persons and calls for assistance from staff or RCMP;
- Handles client files, all correspondence and staff meetings or discussions in confidential manner at all times.

**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**

- 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 to use medical terminology;
- 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.
- Computer literacy skills and the ability to use a word processor, e-mail, and various databases, Outlook for email spreadsheet, graphics or publishing software packages are required;
- A knowledge of standard office practices, filing systems, Social Service/Medical terminology, communication formats and English grammar and punctuation is essential;
- The incumbent requires the ability to deal pleasantly and effectively with people of different ages and cultures, in potentially confrontational, aggressive, volatile, and emotionally charged situations;
- The ability to effectively organize and prioritize own workload in consultation with multiple supervisors is essential;
- Ability to assume responsibility without direct supervision, ability to exercise initiative and judgment;
- Ability to communicate effectively both orally and in writing;

- Experience in dictation transcription is essential;
- Organizational skills in managing heavy caseloads.

The forgoing knowledge, abilities and skills would most commonly be acquired through completion of a one-year post-secondary administrative assistant course including Microsoft Office Suites training, along with 2 years experience in a busy, client-centered, service-oriented office environment.

## **WORKING CONDITIONS**

### **Physical Demands**

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
Prolonged sitting at a desk or 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			

### **Environmental Conditions**

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
Comfortable office setting with a large well lit workspace.	Daily	Continuous	Moderate
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**

<b>Demand</b>	<b>Frequency</b>	<b>Duration</b>	<b>Intensity</b>
Extended, intense proofreading of computer screen and printed materials; able to keep high attention to detail.	Daily	2 hours	Moderate
Operation of various pieces of equipment: computer, typewriter, telephone, photocopier machine, fax machine.	Daily	2 hours	Moderate
Focused attention to verbal and non-verbal communication of volatile, difficult, intoxicated and verbally or physically abusive clients; listening to diverse patients.	Daily	Varies	High to Moderate


## Mental Demands


<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	Continuous	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 programs and services, 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 incumbent 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>_____ Manager, Primary Care &amp; Community Health Manager Title</p> <p> _____ Manager Signature</p> <p>_____ August 6, 2021 Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
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<p> _____ Director/Chief Executive Officer Signature</p> <p>_____ 05 August 2021 Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>
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**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.**

Updated: August 2021 – replacing Community Health Administrative Assistant and Social Services Receptionist