



Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
	Support Services Administrative Assistant	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Support Services	Manager of Support Services	Hay River Regional Health Center

PURPOSE OF THE POSITION

The Support Services Administrative Assistant provides secretarial, administrative, payroll and data entry-services for the Support Services Team. Under the direction of the Manager of Support Services, the incumbent provides assistance to the Support Services Team and other assigned 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 Support 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 in the Dietary, Laundry and Housekeeping departments by providing new copies of the master rotations;
- Scheduling/Calling staff to replace for vacation, stats, bank time and any other type of leave, as directed by the Manager or Support Services;
- May be required to carry an on call phone;
- Maintains overtime database for Support Services Teams as required;
- Preparing and checking time sheets for the Support Services Team and other support services teams as required; Entering payroll data that includes approved leaves and overtime sheets;
- Promoting good interpersonal relationships with department staff, other co-workers, departments and outside agencies;
- Informing staff of schedule changes, meetings and other information deemed necessarily by the Manager of Support Services;
- Maintains staff certification database in conjunction with HR and other departments;
- Maintaining an updated seniority list for overtime calls ; 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 Support Services Team, which includes Laundry, Dietary, Housekeeping departments and other departments as required.**Main Activities:**

- Scanning, faxing and electronic filing;
- Providing word processing support,
- Prepare invoicing, interact with department specific vendors and Aramark to obtain or forward information;
- Collecting and collating information and compiling statistical data;
- Requisitioning supplies for the Support Service Team as required;
- Collaborating with staff to ensure weekly grocery order is completed from Sysco;
- Local grocery shopping if there is disruption of supply/shipping
- Collecting Cafeteria Payroll charges and ensuring deadlines are made so there is no delay of payroll process.
- Collecting month end charges and preparing documents as assigned by the Manager of Support Services.
- Scheduling and coordinating meetings such as performance appraisals, Staff Meetings, or other meetings and trainings as directed by the Manager of Support Services.
- Assisting with the updating of departmental manuals/ policies on SharePoint;

- Tallying and calibrating inpatient and outpatient survey results necessary for accreditation purposes;
- Prepares agendas, correspondence, take and prepare minutes at meetings including: Staff meetings, Resident Council Meeting, others as assigned by Manager of Support Services;
- Other duties and projects, as assigned by the Manager of Support Services.

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

Main Activities

- Create necessary forms that can be used for department programming;
- Facilitate creating and updating all policies, forms, procedures, checklists, etc. on the network drive for the Support Services Team;
- Assist with Full Time Equivalent (FTE) budgeting data entry for Support Services Department.
- Assists Support Service Manager to accurately complete the department budgeting data entry for Support Services Department.

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
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.
- Must have valid Driver's License

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:

<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>
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 <hr/> <p>Director/Chief Executive Officer Signature</p>	<hr/> <p>April 30, 2024</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.