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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	ADMINISTRATIVE ASSISTANT - CSU
<b>DEPARTMENT:</b>	CRISIS STABILIZATION UNIT, MENTAL HEALTH
<b>CLASSIFICATION:</b>	AY3
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	CLINICAL TEAM MANAGER
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

Under the direction of the Clinical Team Manager, Mental Health and Addictions, the Administrative Assistant is responsible for leading administrative/clerical support for the day to day operations of the Mental Health and Addictions program.

The position of Administrative Assistant functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- In collaboration with the Clinical Team Manager and in co-ordination with the Mental Health Planning Clerks, the Administrative Assistant (AY3) assists with support and guidance to the Administrative Assistant (AY2) positions.
- Collect, collate and report various datapoints and statistics (paper and EMR) based) to be used at both the organizational and provincial levels.
- Creates the daily scheduling templates.
- Responsible for data entry, utilizing QHR systems and Microsoft Office applications.
- Responsible for fleet vehicle bookings, logs and monthly mileage records as appropriate.

- Provides assistance in advertising, distributing information to the public, staff, etc. including the distribution of interdepartmental mail, notices etc. Ensures client waiting areas are kept tidy with appropriate materials available.
- Performs related clerical duties such as record maintenance, filing and distribution of information across the program teams.
- May assist with gathering, coordinating and reporting statistics, including multiple statistical requirements for Manitoba Health.
- Ensures all appropriate documentation such as ordering, receiving and distributing supplies are completed in accordance with established regional and/ or local policies and procedures; ensures invoices are coded to program standards.
- Ensures photocopier is operational and connects with IT appropriately to trouble shoot if issues arise. Ensures supply of paper and toner is kept available and routinely checks and reloads paper throughout the day.
- Training and orientation of new administrative staff. Provides feedback to the Administrative Coordinator on performance and learning needs. Assists with coaching and mentoring.
- Assists with onboarding of new clinic staff.
- Assists scheduling with call-outs as required for additional staffing.
- Provides staffing updates to leadership identifying where there are shortages and gaps.
- Complies statistical information and required documentation within the set timelines and provides to leadership.
- Provides a safe environment and ensuring they are working with Safe Work Procedures. Will be the main person for the Safety Committee.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Completion of Grade 12 or equivalent.
- Completion of an Administrative Assistant/secretarial course from a recognized accredited institution is required.

**REQUIRED KNOWLEDGE:**

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**EXPERIENCE REQUIRED:**

- Three (3) to five (5) years related experience required.
- Minimum two (2) years supervisory experience required
- Experience with an electronic medical records (EMR) such as Accuro is preferred.
- Data Entry (accuracy of reporting is of prime importance).

- Ability to operate standard dictating and office equipment.
- Proficiency in MicroSoft Office applications, including Outlook, Word, Excel and PowerPoint.

**SKILLS/COMPETENCIES:**

- Excellent oral and written communication skills.
- Demonstrated organizational skills.
- Ability to maintain positive working relationships in a team-based environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, board members, etc.
- Ability to prioritize tasks and meet deadlines.
- Demonstrated attentiveness to detail to ensure a high level of accuracy.
- Ability to maintain confidentiality with access to sensitive information.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facilities' Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

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Created: July 2023  
Date

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*