



POSITION DESCRIPTION

POSITION TITLE: CLINICAL PROGRAM ASSISTANT

DEPARTMENT: ACUTE CARE

CLASSIFICATION:

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: DIRECTOR HEALTH SERVICES-ACUTE CARE

POSITIONS SUPERVISED: None

POSITION SUMMARY

Under general direction, the Clinical Program Assistant is responsible for providing staffing and administrative support to the Acute Care Clinical programs to assist with the effective planning and management of staffing levels and human resources.

The Clinical Program Assistant functions in a confidential labour relations capacity in matters relating to labour relations. The position of Clinical Program Assistant functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Provides administrative support to the Manager Health Services.
- Maintains employee personnel files.
- Assists the Acute Care Educator group in the tracking, data collection and data entry of staff education and registers staff for education sessions as required.
- Participates in staff recruitment and staff orientation.
- Maintaining union compliancy, assists Manager of Health Services with staff scheduling, conducting vacation planning meetings and time off approval.
- Problem solving related to vacant shifts and positions.
- Ensures shift sign-ups are posted and subsequently submitted to scheduling on time.

- Tracks sick time and in consultation with the Manager Health Services, schedules ASAP meetings.
- Schedules staff performance appraisals with Manager Health Services when due.
- Ensures any shift discrepancies within QHR are reported in a timely fashion to the Scheduling Department.
- Develops master rotations.
- Ensures staff are up to date with mandatory education.
- Schedules staff for Fit Testing and mandatory education sessions.
- Ensures all Staff Bulletins are communicated and shared with all staff.
- Reconciles and approves Agency invoices and submits to the Scheduling and Finance Departments.
- Maintains Manager of Health Services Manager On Call Binder.
- Maintains visboards and staff communication boards with relevant updates.
- Prepares data analysis and research for project proposals, including preparation of Briefing Notes.
- Assists with planning, implementation and evaluation of new programs.
- Monitors, analyzes and reports trends related to concerns and complaints.
- 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.
- Serves as a resource to staff and other health care professionals.

OTHER

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade XII or recognized equivalent.
- Successful completion of a recognized Business Administration certificate/diploma program. A major in Administration or Office Management is preferred.

REQUIRED KNOWLEDGE:

- Strong proficiency in MS Office applications (Word, PowerPoint, Outlook, with advanced skills in Excel)
- Must have the ability to set up spreadsheets and databases as required.
- Knowledge in assisting with development and maintenance of master rotations.
- Coordination and administering vacation planning with Manager.
- Knowledge of QHR is a definite asset.
- Strong understanding of MNU, MGEU and CUPE Collective Agreements and maintaining rotations and baseline staffing that is compliant with the Collective Agreement.

EXPERIENCE REQUIRED:

- Three (3) years' experience in the last five (5) years in an administrative, financial or relevant health related discipline.
- Other combinations of education and experience may be considered.

SKILLS/COMPETENCIES:

- Demonstrated ability in maintaining effective interpersonal working relationships required.
 - Demonstrated critical thinking skills required.
 - Demonstrated sound organizational skills and the ability to work independently.
 - Demonstrated leadership and supervisory ability.
 - Demonstrated professional and personal commitment for professional development, lifelong learning and continuing education.
 - Ability to respect and promote a culturally diverse population.
 - Ability to perform the duties of the position on a regular basis.
 - Excellent organizational, interpersonal and communication (verbal and written) skills.
 - Excellent problem-solving abilities and the initiative to follow through on matters independently.
 - Ability to retain information which is of a confidential nature.
 - Ability to work under stressful situations and meet strict deadlines, in a changing environment.
 - Ability to work with accuracy/attention to detail.
 - Mathematical aptitude.
 - Must be able to exercise initiative and independent judgment in determining work priorities.
 - Ability to work with frequent interruptions.
 - Promotes the goals and objectives of educational programs established by the region.
 - Valid Manitoba driver's license.
 - 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.
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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.
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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 roles and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.


PATIENT SAFETY

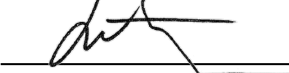
- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: May 2024
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: 
Regional Lead/ CEO May 9, 2024
Date

Reviewed by: 
Regional Lead, Human Resources May 10, 2024
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.