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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	ADMINISTRATIVE ASSISTANT – RAAM CLINIC
<b>DEPARTMENT:</b>	MENTAL HEALTH AND ADDICTIONS
<b>CLASSIFICATION:</b>	ADMINISTRATIVE SECRETARY 2 (AY2)
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	CLINICAL TEAM MANAGER – MENTAL HEALTH AND ADDICTIONS
<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 – RAAM Clinic is responsible for providing administrative/clerical/reception support for the day-to-day operations of the Community Health Office. In addition, the position of Administrative Assistant – RAAM clinic is also responsible for the compilation, organization, and dissemination of statistical and qualitative data; preparation of reports, and the maintenance of paper and electronic files. The position of Administrative Assistant – RAAM Clinic 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:

- Functions as the primary receptionist including greeting individuals who present to the site, providing clear and respectful direction to ensure individuals reach their targeted location, answers questions appropriately and directs individuals to appropriate resources, etc.
- Develops and maintains an effective information management system.
- Responsible for data entry, utilizing QHR systems and Microsoft Office applications.
- Responsible for booking rooms and resolving room booking discrepancies at the site.
- 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.
  - May assist with referrals in some clinical program areas and distributes to appropriate staff; enters the client into a data base and coordinates this information.
  - 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.
  - Opens doors at the start of the day to receive the public and ensures that doors are secure at the end of the day.
  - 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.
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#### **QUALIFICATIONS**

##### **EDUCATION/CERTIFICATION:**

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

##### **REQUIRED KNOWLEDGE:**

- Proficiency in computer applications, in particular Microsoft Office and Excel
- Data Entry (accuracy of reporting is of prime importance).

##### **EXPERIENCE REQUIRED:**

- Two (2) to three (3) years of related experience is required.

##### **SKILLS/COMPETENCIES:**

- Ability to operate standard dictating and office equipment.
- Excellent oral and written communication skills.
- Demonstrated organizational skills.
- Ability to operate required equipment.
- 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 and meet deadlines.
- Demonstrated attentiveness to detail to ensure high level of accuracy.
- 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.
  - Ability to maintain confidentiality with access to sensitive information.
  - 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 role 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. Follows 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 2022  
Date

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

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

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

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

*Job 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 job 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.*