



POSITION DESCRIPTION

POSITION TITLE:	ADMINISTRATIVE ASSISTANT – MOBILE CLINIC
DEPARTMENT:	PRIMARY CARE
CLASSIFICATION:	CLERK IV
UNION:	MGEU – FACILITY SUPPORT
STD. GRP.	105

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	REGIONAL MANAGER, PRIMARY HEALTH CARE CLINICAL SERVICES
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Regional Manager, Primary Health Care Clinical Services, the Administrative Assistant is responsible for providing administrative/clerical support for the day-to-day operations for the mobile clinic bus 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.

ESSENTIAL FUNCTIONS AND DUTIES

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

- Responsible for answering the telephone, making appointments, referring calls and taking messages.

- Develops and maintains an effective information management system.
- Responsible for data entry, utilizing QHR systems and Microsoft Office applications.
- Maintains policy framework, version control, standardization of terminology and formatting, under the direction of the Regional Manager Primary Health Care Clinical Services.
- Responsible for preparing notices, agendas, routine correspondence, booking rooms and taking and circulating minutes for Mobile Clinic Bus program meetings, committees and sub-committees.
- Provides assistance to the Mobile Clinic Bus team in advertising, distributing information to the public, staff, etc. , providing clear and concise information to the public regarding programs and services, facilitating access to the appropriate health care programs as required.
- Performs related clerical duties for Regional Manager, Primary Health Care Clinical Services and staff such as record maintenance, filing, copying, faxing, and distribution of information across the program teams.
- Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
- Assembly and preparation of client charts.
- Files client charts, correspondence, records and reports and is responsible for the central filing system.
- Maintains updated patient database for all primary health care visits.
- Retrieve client charts as authorized.
- Responsible for copying charts in accordance with PHIA.
- Gathers, coordinates and reports statistics on behalf of the program including multiple statistical requirements for Manitoba Health.
- Under direction, may prepare and maintain statistical summaries and be required to point out errors and inconsistencies.
- May produce specialized reports/ documents for staff as required.
- Receives referrals in some clinical program areas and distributes to appropriate staff; enters the client into a data base and coordinates this information.
- Attends related health facility committees as required.
- 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.
- Responsible for ordering, stocking and replenishing medical supplies.
- Responsible for purchasing and/ or requisitioning office supplies and stationary and ensuring adequate supplies are maintained.
- Maintains office equipment.
- Assists in processing medical records shadow billing for the Nurse Practitioners.
- Process reciprocal and third party billings.
- May be responsible for ICD-9 coding and electronic billing.
- Process cash receipts.
- Responsible for recording equipment loans and repairs.
- Provides assistance and relief coverage for Primary Health office staff as required.
- 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.

REQUIRED KNOWLEDGE:

- Proficiency in computer applications, including EMR, ideally Accuro, and the Microsoft Office Suite.
- Data Entry (accuracy of reporting is of prime important).

EXPERIENCE REQUIRED:

- Two to three 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.
- Ability to maintain confidentiality with access to sensitive information.
- 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.
 - Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
 - 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.

Created: _____
Date

Revised: _____
March 2022
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 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.