



UNION JOB DESCRIPTION

JD24

JOB TITLE:	Office Assistant, MHSU	JOB DESCRIPTION NO.:	20046 / C.VI.80103.002
CLASSIFICATION:	Administrative Support 3	GRID/PAY LEVEL:	C05
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80103
UNION:	BCGEU	JOB/CLASS CODE:	SI: 20046; CI/NI: 80103
PROGRAM/DEPARTMENT:	Mental Health and Substance Use, Administrative Services; CY&F Mental Health & Substance Use	BENCHMARKS (If Applicable):	80103
REPORTING TO:	Coordinator, Administrative Services; Manager or designate		
FACILITY/SITE:	VIHA South, Central and North Island Health Services Delivery Areas (SI Community Services; QACCH; Youth Foundry (546 Yates St); Cowichan Valley; Nanaimo; Port Alberni; Ucuelet; Courtenay; Campbell River); VIHA Central Island Health Services Delivery Area; VIHA North Island Health Services Delivery Area		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Coordinator, Administrative Services; Manager or designate the Office Assistant provides clerical support services to the clinical staff and service. Types and formats a variety of documents and maintains client records relating to admission, discharge and transfers. Provides site-specific receptionist services including answering general inquiries, greeting clients and booking appointments.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides support to clients by:

- Assisting with client intake by performing duties such as obtaining information, completing documentation required for admission, liaising with information sources to obtain additional client information.
- Registering, discharging and updating client encounters in Cerner Person Management/EMPI;
- Schedules appointments using Cerner Scheduling and/or Microsoft Outlook, and confirms clients for programs and/or services, and establishes and maintains waitlists.
- Answering telephones, greeting clients at reception area, notifying appropriate staff;
- Answering routine inquiries from staff, physicians, police, clients, families, members of the public concerning services and activities;
- Determining from information received or observed behaviour whether a crisis/emergent situation exists and referring immediately to clinical staff if required;
- Requesting, opening, updating, closing and archiving client chart in accordance with standard procedures;

2. Provides clerical support services to the office by:

- Maintaining filing and administrative systems, consistent with standard procedures and program needs, Developing spreadsheets and entering information in various databases, generating reports as required;
- Opening, date-stamping and distributing incoming mail; sending outgoing mail;
- Processing applications for clients who are entitled to subsidized medication, in accordance with standard procedures;
- Completing purchase requisitions for the ordering of supplies, receiving and storing or distributing supplies;
- Participating as a member of the clerical team by identifying issues of concern and proposing ideas and solutions where appropriate. Assists in maintaining administrative procedure manuals, as directed by administrative coordinator;
- Supporting orientation of new administrative staff;
- Arranging meetings as directed, books meeting rooms, types and circulates notices and agendas, transcribes and distributes notes and minutes of meetings
- Typing and formatting a variety of documents, letters, memos, technical reports, client file data, manuals, briefing material, and statistics, from handwritten notes, drafts,
- Proofreading material, clarifying content of documents with the author and suggesting possible revisions, revising and editing for style and format.
- Assisting with processing forms related to the Mental Health Act and Mental Health Review Board;
- Assisting with processing ROI requests

3. Performs other duties as required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 graduation, plus additional courses in Microsoft Office, plus one year of recent related clerical experience, or an equivalent combination of education, training and experience.

Experience preferred working with adults and youth with mental health and substance use issues.

Skills And Abilities

- Ability to type 55 words per minute.
- Ability to utilize Microsoft Office Application (e.g. Word, Outlook, Excel and Access)
- Ability to operate related office equipment, e.g., photocopier, facsimile
- Ability to communicate orally and in writing.
- Ability to deal with multiple tasks and priorities.
- Ability to work as a member of a client-focused team.
- Ability to deal with the public in a tactful, courteous manner.
- Ability to act with discretion and maintain confidentiality.