



## UNION JOB DESCRIPTION

**JD244**

<b>JOB TITLE:</b>	Administrative Support, Clinical Programs	<b>JOB DESCRIPTION NO.:</b>	40196
<b>CLASSIFICATION:</b>	Administrative Secretary; Clerk, General	<b>GRID/PAY LEVEL:</b>	F 24
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10311; 10308
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	40196
<b>PROGRAM/DEPARTMENT:</b>	Pharmacy; Clinical Programs	<b>BENCHMARKS (If Applicable):</b>	10311; 10308
<b>REPORTING TO:</b>	Manager, Clinical Programs		
<b>FACILITY/SITE:</b>	VIHA-SI (RJH)		

### JOB SUMMARY:

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

Reporting to and under the general supervision of the Manager, Clinical Programs, and working in a highly computerized environment, provides administrative, project and clerical support for Pharmacy Clinical Programs. Utilizes a variety of software applications to develop tracking systems; maintain records and computer directories; perform timekeeping, statistical and record keeping functions; create and maintain spreadsheets and databases; produce presentation materials and documents, and publish newsletters. Posts and maintains documents on Vancouver Island Health Authority (VIHA) Pharmacy web site. Provides a variety of general clerical duties such as filing, retrieving, photocopying, faxing, and distributing documents, and organizes and maintains calendars and logistics.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides secretarial and clerical support for Clinical Programs. Drafts, formats, types and produces a variety of technical and non-technical material and documents such letters, reports, policies and procedures, proposals, statistical information and presentation materials using software applications such as word processing, spreadsheets, graphics, and databases. Proofreads documents for content, format and accuracy of information. Edits documents, correcting grammar, punctuation and spelling. Photocopies, faxes, PDFs documents and prepares presentation materials.
2. Performs a variety of administrative functions for Clinical Programs, including responding to and resolving administrative queries. Maintains filing systems and computer databases to manage correspondence and related accounting documents. Verifies accuracy of invoices and expense claims for payment and record keeping, reporting discrepancies to Manager. Maintains inventory of office supplies.
3. Utilizes publishing software applications to create and produce professional newsletters, manuals, bulletins, PowerPoint presentations and handbooks.
4. Utilizes Internet and other resources to assist with researching issues and topics as directed by collecting, organizing, and summarizing information. Posts and maintains documents on VIHA Pharmacy web site, such as newsletters, meeting minutes, drug lists and other related information materials. Tracks web site document ownership and maintains owner database. In conjunction with the Manager, determines the appropriate level of individual access to project related records and computer directories. Maintains a list of users and user access rights and prepares reports as required.

5. Receives, updates and maintains a variety of Pharmacy Clinical Program related records, including electronic scheduling, evaluation and reporting system for Pharmacy Practice Residency Program. Develops methods and procedures to collect, summarize, and evaluate data. Designs and formats various reports, spreadsheets, and databases. Creates and maintains various spreadsheets and enters data into databases, including medication use management, clinical services and workload statistics. Performs various statistical calculations and prepares summary reports as required for review and distribution as directed.

6. Monitors status of projects and processes by receiving updates and developing tracking systems, maintaining filing systems and computer directories for the storage and retrieval of information, evaluating data collected for completeness and accuracy, and developing work processes to minimize risk of data loss. Supports project and process evaluations as directed.

7. Performs a variety of timekeeping functions for designated staff such as maintaining timekeeping records, submitting related records including time audit reports and corrections to payroll in accordance with established procedures. Provides Manager with timekeeping and other related reports as directed.

8. Organizes meetings and events and presentations, including agendas, logistics, travel arrangements, location, facilities, refreshments, and taking minutes as required.

9. Manages and maintains electronic calendar for Manager including scheduling internal and external meetings, flagging and rearranging appointments to avoid conflict. Books appointments, organizes meetings, prepares appropriate documents. Distributes mail including e-mail and informal correspondence, receives and relays messages, tracks issues for follow-up.

10. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Grade 12, graduation from a recognized secretarial program, supplemented by recognized courses in medical stenography or computer/internet publishing applications and three (3) years' recent, related experience or an equivalent combination of education, training and experience.

### **Skills And Abilities**

- Ability to keyboard at 60 wpm
- Ability to communicate effectively both verbally and in writing
- Ability to deal with others effectively
- Physical ability to perform the duties of the position
- Ability to organize work
- Ability to operate related equipment, including a computer utilizing a variety of word processing, spreadsheet, database, office communication and publishing software