



UNION JOB DESCRIPTION

JD3082

JOB TITLE:	Office Coordinator	JOB DESCRIPTION NO.:	20162/C.VI.80104.004
CLASSIFICATION:	Administrative Support 4	GRID/PAY LEVEL:	C25
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80104
UNION:	BCGEU; HEU; UFCW	JOB/CLASS CODE:	SI: 20162 CINI: 80104
PROGRAM/DEPARTMENT:	Home & Community Care; Child, Youth & Family Mental Health & Substance Use; Primary Care	BENCHMARKS (If Applicable):	80104
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA South, Central and North Island Health Services Delivery Areas; VIHA SI Home Support (Saanich Gulf Islands, Urban Greater Victoria, Esquimalt, Westshore, Sooke); Cowichan Home Support; Youth Foundry (546 Yates St)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (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 Manager or designate, the Office Coordinator, Home & Community Care (HCC)/Child, Youth & Family Mental Health & Substance Use (CYFMHSU), Campbell River Primary Care Access Clinic (CR PCAC), or Peninsula Primary Care Clinics performs a variety of administrative and clerical functions including supervising and scheduling of interdisciplinary team clerks and other designated staff; monitors expenditures and designated budgets; utilizes proficient computer skills and a variety of computer applications; and assists with the development and evaluation of policies and procedures to ensure the smooth daily operation of designated sites.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Directs, supports, supervises and evaluates designated staff, including interdisciplinary team clerk staff. Determines related training and orientation requirements and conducts annual performance reviews, reporting significant performance issues. Calls in team clerk staff from float pool to ensure appropriate staffing levels.
2. Prepares and distributes staff work schedules, ensuring the most efficient use of staffing resources. Responsible for the submission of payroll data for designated staff in accordance with policies and procedures.
3. Monitors expenditures for designated budgets. Calculates and maintains statistics, data and information, including collecting, assembling and tracking data. Researches, organizes and summarizes information for reports. Monitors expenditures, verifying coding and calculations and amounts, following up on and notifying Manager of any discrepancies or anomalies. Initiates documents for purchases e.g. purchase order requisitions and authorizes expenditures in accordance with established guidelines and liaises with internal departments and suppliers. Answers administrative inquiries and prepares related correspondence.
4. Performs the duties of administrative support staff, as required.

5. Participates in the selection, orientation, training and evaluation of staff as required. Communicates policies, programs and procedures through meetings, by written form, and by providing verbal direction. Investigates and problem solves employee issues in accordance with the provisions of the collective agreement and policies and procedures, referring contentious and disciplinary issues to the Manager.
6. Arranges registration for meetings and conferences, including booking travel and accommodations. Maintains itinerary and appointment diaries. Arranges meetings by booking meeting rooms, notifying attendees, and circulating relevant materials. Prepares agendas and acts as recorder at meetings. Drafts and distributes minutes, and initiates and takes follow-up action as required.
7. Promotes good public relations and good inter-program relations through effective communication with clients/patients, caregivers/families, other health care providers, community agencies, and staff.
8. Carries out quality assurance activities and projects, analyzing and acting upon information received, including collecting and compiling statistical data for research and evaluation purposes, preparing reports and working with the Manager to develop outcome measures.
9. Advises Manager of opportunities for improved efficiencies and ongoing deficiencies in systems, services and resources, recognizing and reporting poor resource utilization. Provides input and recommendations for policy and procedure development and implementation, including recommending changes where appropriate.
10. Ensures adherence to safe practices and procedures and compliance with Workers' Compensation Board regulations and standards. Co-operates and collaborates with the Occupational Health & Safety Committee ensuring regular workplace inspections, investigation of injuries and related documentation, and participation in fire prevention and disaster plans as required.
11. Ensures a safe and healthy working environment by removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety.
12. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Office Administration Certificate; Medical Terminology; and three (3) years recent, related experience, including two (2) years in a supervisory capacity, or an equivalent combination of education, training and experience.

Skills And Abilities

- Communicate effectively, both verbally and in writing.
- Deal with others effectively.
- Supervise.
- Keyboard at 50 wpm.
- Operate related equipment, such as a computer.
- Organize work for self and others.
- Physically carry out the duties of the position.