



UNION JOB DESCRIPTION

JD4281

JOB TITLE:	Program Assistant	JOB DESCRIPTION NO.:	20186
CLASSIFICATION:	Administrative Support 4	GRID/PAY LEVEL:	C25
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80104
UNION:	BCGEU	JOB/CLASS CODE:	20186
PROGRAM/DEPARTMENT:	Mental Health and Substance Use	BENCHMARKS (If Applicable):	80104
REPORTING TO:	Coordinator, Administrative Services		
FACILITY/SITE:	VIHA South Island Health Services Delivery Area		

JOB SUMMARY:

In accordance with the Vision, Purpose, 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 Coordinator, Administrative Services, the Program Assistant provides support to a range of Programs within Mental Health and Substance Use, projects and initiatives. Performs a variety of clerical and administrative duties such as managing Psychiatrist and/or clinical team appointment bookings with clients; maintaining files; typing letters and tables and data entry; photocopying; setting up meetings and taking minutes.

Utilizes a variety of personal computer application software such as Excel, Access, Word, Power Point and related desktop publishing and graphics software to format/design, run and maintain correspondence, reports, procedure manuals, surveys, newsletters, web pages, communications, databases, and spreadsheets from rough draft or as directed. Gathers and compiles information as required, such as client information and statistics. Researches, organizes, and summarizes information for reports.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides general administrative support services by:

- Screening incoming correspondence, determining the priority of material and taking the appropriate action;
- Gathering and compiling information, organizing and summarizing information for reports;
- Typing a variety of documents such reports, letters, memos;
- Participating as a member of administrative and program teams; identifying issues of concern and proposing ideas and recommending solutions or change where appropriate;
- Manage high volume of incoming/outgoing phone calls, greeting and directing scheduled and unscheduled clients and walk-in visitors with Mental Health and/or Substance Use issues and notifying appropriate staff;
- Registering, discharging and updating client encounters within Cerner Person Management;
- Booking and setting up meeting rooms; attending daily and/or weekly team meetings, and program retreats, distributing agenda and taking minutes;
- Entering information in various databases and generating reports using standard menus.

2. Provides Primary Administrative Support Services for the Program including:

- Participating and providing input in quality improvement initiatives that have administrative impacts in collaboration with Administrative Coordinator and Clinical Coordinator;
 - Primary administrative support for Program including the Clinical Coordinator/Team Lead, Psychiatrists and clinicians;
 - Main point of contact and coordination with other MHSU services, non-profit agencies and clients requesting access to the service or questions about the program;
 - Create the scheduling template for appointments for physicians/clinicians, manage the ongoing changes and problem solve booking challenges for Psychiatrists and/or clinical team's calendars; this could include creating complex schedule templates in Cerner Scheduling quarterly;
 - Orient new clinicians of the program to the administrative processes required;
 - Training and mentoring office assistants and program assistants; be available to assist with crisis calls coming into the site;
 - Work with the clinical coordinator to ensure all client appointments/duties are reassigned in the case of a clinical staff absentee;
 - Supporting Program Triage teams including: logging and tracking client referrals, and booking new client appointments once accepted into the program;
 - Maintain databases and spreadsheets as directed for specific project/program purposes and enters data to ensure current information is available. Ensures data integrity by checking, verifying and matching data and documents processed;
 - Assists staff with the development and maintenance of systems by setting up databases and spreadsheets as directed to collect, summarize and evaluate data related to utilization, standards, research and evaluation of projects and initiatives;
 - Participate in audits including: client lists on Pathways, Cerner, charts.
3. Provides Support for Mental Health Act, which may include:
- Identifying incorrect information on Mental Health Act forms and advising the Psychiatrist that completed the form(s);
 - Arranges Review Board Hearing meetings, liaising with the Psychiatrists, clinicians, clients and/or client representation, and pulling client chart in preparation for the meeting;
 - Inputting confidential client information pertaining to Mental Health Act forms for South Island into Access database, and produce and distribute weekly reports to Psychiatrists and clinicians;
 - Review list of upcoming Extended Leave Expiries, and booking appointment between the Psychiatrist and Client before legal documentation expires;
 - Provide clinical team with Directives Due list, book client appointment if necessary and ensure clients chart has an notification for Psychiatrist or clinician to alert them.
4. Provides Records Management duties such as:
- Establishing and maintaining filing and administrative systems, consistent with standard procedures and program needs, including annual file review open and closed charts;
 - Requesting In-patient health records and/or Community records from off-site storage in accordance with standard procedures;
 - Opening, updating, closing and archiving client charts in accordance with standard procedures;
 - Maintains Records Management database, tracking the sending and receiving of client charts.
5. Performs financial and ordering duties such as:
- Initiating Procurement Card system (P-Card) purchasing and reconciliation as required. Maintaining a petty cash fund as required. Follow up on discrepancies, as required;

- Completing purchase requisitions and order forms for external and internal supplies, receiving supplies, checking invoices against order and goods received, and distributing and storing supplies. Investigating anomalies, as required;
- Obtains quotes for furniture, and computer equipment repairs and maintenance as authorized by Coordinator, Administrative Services, as applicable;
- Contacts suppliers or Purchasing Department regarding delays and/or missing items to obtain and provide information.

6. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

- Grade 12 graduation.
- Office Administration Certificate including courses in word processing, spreadsheet and database software.
- Three (3) years recent related administrative or secretarial experience in a similar environment.
- MHSU experience required.
- Or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to type 60 wpm.
- Demonstrated skills in MS Office, including Word, Excel, Outlook and PowerPoint.
- Ability to communicate effectively, both verbally and in writing.
- Ability to apply knowledge of office practices and procedures.
- Ability to operate related equipment.
- Ability to plan, organize and prioritize.
- Business writing skills.
- Ability to establish and maintain rapport with Psychiatrists and clinicians.
- Knowledge of general office procedures.
- Ability to analyze and resolve problems.
- Physical ability to carry out the duties of the position.