



## UNION JOB DESCRIPTION

**JD4428**

<b>JOB TITLE:</b>	Administrative Support Worker	<b>JOB DESCRIPTION NO.:</b>	4428
<b>CLASSIFICATION:</b>	Health Unit Aide; Administrative Support 3	<b>GRID/PAY LEVEL:</b>	C08; C05
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	83000; 80103
<b>UNION:</b>	BCGEU; HEU; UFCW	<b>JOB/CLASS CODE:</b>	SI: 20174 CNI: 83000B
<b>PROGRAM/DEPARTMENT:</b>	Home & Community Care	<b>BENCHMARKS (If Applicable):</b>	83000; 80103
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	VIHA SI Home Support (Saanich Gulf Islands, Urban Greater Victoria, Esquimalt Westshore Sooke) VIHA, Central Island (CI); Cowichan Home Support (CA); Nanaimo Home Support (NA); Parksville Home Support (PK); Port Alberni Home Support (PA) ;South Island HCC sites; Victoria Health Unit; Gordon Head Oak Bay Health Unit; Esquimalt/Westshore Health Unit, North Island HCC sites; Campbell River and Courtenay		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), 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.

Utilizing a variety of computerized applications, the Administrative Support Worker provides reception, cashier and a variety of clerical and administrative support duties.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Receives and greets clients and visitors and operates a central switchboard, computerized paging and telephone system, and related equipment, including performing various reception duties such as answering and directing telephone calls, and taking and relaying messages. Answers inquiries and provides routine information in accordance with established procedures, referring more complex inquiries as appropriate.
2. Completes and processes required forms and documentation. Ensures accuracy of data entered in computer programs, including contacting client or health care professionals for clarification as required.
3. Prepares, formats and edits technical and non-technical material, documents and spreadsheets, such as reports, policies and procedures, medical reports, evaluations and correspondence.
4. Prepares presentation materials such as abstracts, posters, papers, handouts and slides, for educational sessions, workshops and conferences, as directed.
5. Performs a variety of clerical and administrative duties such as filing, retrieving, photocopying and faxing documents as required, including composing and signing routine correspondence, such as form letters or appointment confirmations, as directed, or drafting correspondence for review and signature. Transcribes from dictation or written draft. Maintains policy and procedure manuals, including preparing and distributing updates and revisions. Opens, screens, prioritizes and distributes mail. Sets up and maintains filing and record keeping systems.

6. Maintains office/program supplies, including nursing and medical supplies, and equipment by preparing requisitions, receiving supplies, checking invoices and storing and distributing supplies. Carries out minor maintenance such as rotating stock, loading paper, changing toner/ink cartridges, cleaning and sterilizing. Reports any shortages or malfunctioning equipment, and arranges servicing or repair, as directed. Maintains a clean and tidy workplace, including arranging for disposal of hazardous material, such as isolation garbage and sharps.
7. Acts as cashier by receiving and recording payments and issuing receipts for services, client bills and a variety of sundry accounts. Balances cash drawer and maintains a petty cash account in accordance with established procedures.
8. Maintains computerized timekeeping records and submits to Compensation & Benefit services in accordance with established procedures.
9. Arranges meetings by booking meeting rooms, notifying attendees, and circulating relevant materials. Prepares agendas and acts as recorder at meetings, as required. Drafts and distributes minutes.
10. 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, including compliance with Workplace Hazardous Material Information System, and responding to fire alarm, disaster, security or other emergencies in accordance with established procedures.
11. Performs other related duties as required.

## **QUALIFICATIONS:**

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

Secretarial or Office Administration Certificate, Medical Terminology, and One (1) year's recent related experience; or an equivalent combination of education, training and experience.

### **Skills And Abilities**

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