



UNION JOB DESCRIPTION

JD4436

JOB TITLE:	Administrative Support, Mt. Waddington	JOB DESCRIPTION NO.:	4436
CLASSIFICATION:	Health Unit Aide; Administrative Support 3	GRID/PAY LEVEL:	C08; C05
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	83000; 80103
UNION:	BCGEU	JOB/CLASS CODE:	83000B
PROGRAM/DEPARTMENT:	Rural Health	BENCHMARKS (If Applicable):	83000; 80103
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA-NI		

JOB SUMMARY:

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

Utilizing a variety of computerized applications, the Administrative Support, Mt. Waddington provides reception, cashier and a variety of clerical and administrative support duties to support the variety of programs and services in the Mt. Waddington area.

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 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 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