



NON-CONTRACT ROLE DESCRIPTION

JD4760

ROLE TITLE:	Administrative Assistant, Rural Research	ROLE DESCRIPTION NO.:	4760
DEPARTMENT:	Research & Capacity Building	HEABC REFERENCE NO.:	18721461
REPORTING TO:	Manager, Public and Patient Research Engagement	HSCIS CODE:	02010
CLASSIFICATION:	NCEC/Range 3	JOB CODE:	91331

ROLE SUMMARY

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

The Administrative Assistant, Rural Research works in a team environment to provide confidential administrative support functions to the Rural Coordination Centre of BC (RCCbc), the Manager, Patient and Public Research Engagement, and other Island Health Research staff as required.

The Administrative Assistant serves as a vital linkage to keep the team informed and aligned to its priorities and provides confidential administrative and secretarial support. Responsibilities include: managing day-to-day administrative operations; coordinating and organizing workflow; determining priorities; composing confidential correspondence for signature; designing and creating correspondence, documents, presentations, orientation packages, and spreadsheets (including data entry); maintaining the integrity and confidentiality of all information which flows through and is processed for management as it pertains to client care, operations, personnel, labour relations, finance, and public affairs.

The Administrative Assistant determines courses of action from established alternatives to make decisions that will have a positive impact to service delivery and exercises initiative, judgment and problem-solving skills to complete confidential, time-sensitive work.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

DUTIES AND RESPONSIBILITIES:

1. Coordinates responses to internal and external information requests (e.g., RCCbc reports) including responding to questions/concerns about strategic projects and planning. Coordinates consultation/collaboration with relevant corporate and Health Services Area staff to compile information including data, briefings, and summaries. Reviews all information to ensure submissions are complete and relevant.
2. Provides general administrative support to the Research Department specific to RCCbc deliverables by:
 - resolving day-to-day problems as required, evaluating operating procedures, and advising management as necessary
 - preparing and typing correspondence, memoranda, minutes, confidential reports, and other documents
 - preparing spreadsheets, graphs, flow charts, statistics, and updating contact databases as required
 - providing supporting information where required
 - protecting the security of confidential information by maintaining private files and typing private correspondence.

3. Assists leaders with monitoring budget expenditures, and liaises with the departments of Finance, Payroll, and Human Resources as necessary.
4. Provides input to health systems plans, new policies, processes, and the development of best practices. Develops background information and briefing documents as required.
5. Provides assistance on projects by collecting data requiring the evaluation and determination of available sources. Assembles and edits reports in an appropriate format.
6. Creates processes and protocols for managing committee operations and decision-making (e.g., attends and acts as a recorder for confidential meetings such as management meetings). Transcribes minutes and distributes accordingly. Follows up on action items as required, prepares agendas, and circulates necessary materials for meetings.
7. Maintains content on departmental SharePoint and Island Health public websites as required.
8. Coordinates and standardizes the implementation of (new and existing) departmental technology. Sets up and maintains manual and computerized filing systems for all correspondence and administration files. Maintains materials such as policy and procedure manuals.
9. Coordinates meeting schedules and calendars as directed by prioritizing and arranging appointments and cancelling and/or rescheduling meetings as required, ensuring that schedules are manageable.
10. Coordinates all administrative logistics for meetings, events, education sessions, workshops, video conferences, and teleconferences including appropriate space, equipment, and materials.
11. Attends offsite events, conferences, and seminars as required to represent RCCbc and function in a secretarial capacity at meetings within these events.
12. Arranges travel and accommodations by booking and confirming flights, vehicles, and hotel reservations.
13. Ensures appropriate supplies and support materials are available and equipment is in working order.
14. Liaises and coordinates with other Island Health and RCCbc Administrative Assistants, as necessary, to facilitate the many shared matters of daily business.
15. Participates in the RCCbc daily huddles and other RCCbc team events.
16. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

High school graduation and completion of a post-secondary office or administrative program. A minimum of 3 years of related experience working in a complex organization including experience in change management, developing and promoting adult educational material, and facilitating workshops.

Experience working with a Senior Executive Team and partner organizations such as the Divisions of Family Practice are an asset. Familiarity with health research, qualitative analysis and databases.

A valid BC Driver's License.

Skills And Abilities

- Knowledge of health systems planning principles and frameworks, project management, administration, and current Health Authority service delivery issues and challenges.
- Strong teamwork skills and a demonstrated ability to deliver successful outcomes by influence and motivation.
- Experience working with/engaging physicians and community groups.
- Understands and practices cultural safety and humility
- Knowledge of or willing to learn the health care environment in rural communities

- Sensitivity and discretion in communicating internally with various staff members, and externally with Ministry of Health and government agencies, other health care authority representatives, and member of the public to receive and disseminate information.
- Experience coordinating budgets and financial information.
- The ability to work in a highly-structured, fast-paced, and sometimes stressful environment and to be motivated to continue improving it.
- Adaptability and a willingness to learn new things and work with minimal supervision.
- Highly developed organizational skills and the ability to set priorities and effectively coordinate multiple functions.
- Excellent interpersonal skills with attention to detail. Clear communication skills, both written and verbal.
- Analytical skills with strong problem-solving abilities.
- Highly technical computer skills (i.e. MS Office programs and database tools like Excel, Project, Visio, Nvivo, Power Point; knowledge of team site and web design and management).
- Physical ability to perform the duties of the position.