



## UNION JOB DESCRIPTION

JD5714

<b>JOB TITLE:</b>	Program Assistant – Preventative & Perinatal Services	<b>JOB DESCRIPTION NO.:</b>	5714
<b>CLASSIFICATION:</b>	Unlisted Classification	<b>GRID/PAY LEVEL:</b>	C14
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	89899
<b>UNION:</b>	BCGEU; HEU	<b>JOB/CLASS CODE:</b>	20226
<b>PROGRAM/DEPARTMENT:</b>	Population & Public Health/Preventative & Perinatal Services	<b>BENCHMARKS (If Applicable):</b>	89899
<b>REPORTING TO:</b>	Team Leader		
<b>FACILITY/SITE:</b>	VIHA Central Island Health Services Delivery Area; VIHA North Island Health Services Delivery Area		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety are 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 Team Leader, Administrative Services, the Program Assistant provides support to the Preventative and Perinatal Services Program of Population and Public Health. Performs a variety of clerical and administrative duties such as managing 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, 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. Supports clinical staff by booking appointments for clients; maintains inventories of supplies; schedules and conducts vision and/or hearing screening for preschool/school aged children in a school or clinic setting. Assists with the ordering, maintenance, and distribution of vaccines other ordering or maintaining medicines and medical supplies.

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;
- Managing high volume of incoming/outgoing phone calls, greeting and directing scheduled and unscheduled clients and walk-in visitors questions and notifying appropriate staff;
- Booking, and updating client demographics within Panorama/Cambian; Building appointments following established procedures and guidelines in Cambian at the direction of the Clinical Coordinator;
- Booking and setting up meeting rooms; attending daily and/or weekly team meetings, and program education, distributing agenda and taking minutes;

- Entering information in various databases and generating reports following established procedures and guidelines.

## 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, PHN's;
- Main point of contact and coordination with other Public Health services, non-profit agencies and clients requesting access to the service or questions about the program;
- Create the scheduling template following established procedures and guidelines for appointments in Cambian, manage the ongoing changes and problem solve booking challenges; this could include creating complex schedule templates in Cambian;
- Orient new staff of the program to the administrative processes required;
- Orienting and mentoring office 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 staff absentee;
- Support the program in partnership with the PHN in audit phone calls;
- 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 databases and spreadsheets as directed to collect, summarize and evaluate data related to utilization, standards, research and evaluation of projects and initiatives;
- At the direction of the Clinical Coordinator or Manager updates program information on the intranet or internet as well as support sharing of health unit messages or promotional information to the Public Health Unit social media account.
- Drives a motor vehicle for work purposes such as fleet vehicle for repairs/maintenance, school or mass clinics, or other related work purpose

## 3. Maintains and distributes biological products such as:

- Maintains vaccines in accordance with established local procedures and BCCDC Manual by performing duties such as counting and filling orders, labelling cold chains including tracking exposure history for every exposed product, monitoring and recording twice daily fridge internal temperatures as per BCCDC, ordering, and stocking supplies, ordering of vaccines, and submitting counts through the appropriate program (e.g. SharePoint, Panorama, ImmsBC, etc.), and arranging for service calls and maintenance for the biological refrigerators.
- Monitors supplies and equipment, takes inventories, consults with users, identifies requirements, prepares order requisitions for signature, and maintains related inventory in appropriate program database. Liaises with Supervisor, Clinical Coordinator, or Manager regarding problems with inventory and related systems.
- Receives and checks orders, verifies accuracy of invoices, stocks shelves, checks stored vaccines for proper storage and dating, and distributes supplies. Refers discrepancies to Supervisor.
- Performs administrative support duties such as producing labels, inputting data into computer programs, receiving and relaying phone messages, completing forms, compiling information and statistics, packaging items for shipping, and sorting and distributing.
- Performs cleaning duties such as washing equipment and supplies, and cleaning work areas.
- Responds to a call out in the event of a power outage and vaccine needs to be transported to another location as required by Manager/Clinical Coordinator, in accordance with Collective Agreement requirements and Island Health Policies and Procedures.
- Audits and reconciles vaccine inventory.
- Performs other related duties as assigned.

4. Provides support by weighing and measuring babies. Gathers, compiles and records information as per established guidelines and procedures. Ensures equipment is calibrated and working accurately.
5. 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.
6. Follows the Provincial Screening Program Guidelines; performs preschool/school aged vision and hearing screening, records screening results and follows up with guardian/caregivers to ensure clients are accessing care as required.
7. Follows the Island Health Newborn Hearing Screening Program Guidelines to perform newborn hearing screening, record screening results and submit all results to PHSA for follow up.
8. Makes arrangements for Audiometric and vision screening activities in clinical and community settings, such as schools, by performing duties such as liaising with school officials to schedule and confirm screening times.
9. Monitors, checks, and maintains vision and hearing screening equipment as required.
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. 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 for speech and audiology programs;
  - Requesting 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;
12. 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.
13. 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

Two (2) years recent related administrative or secretarial experience in a similar environment

Or an equivalent combination of education and experience

Valid BC Drivers License

### **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
- Knowledge of general office procedures
- Vaccine Storage & Handling Course (BCCDC)
- Ability to analyze and resolve problems
- Physical ability to carry out the duties of the position
- Ability to follow established BCCDC practices for vaccine storage and handling
- Ability to successfully learn vaccine names, schedules, and special storage requirements