



UNION JOB DESCRIPTION

JD5768

JOB TITLE:	Program Assistant, Public Health Protection	JOB DESCRIPTION NO.:	5768
CLASSIFICATION:	Administrative Support 4	GRID/PAY LEVEL:	C25
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80104
UNION:	BCGEU; HEU	JOB/CLASS CODE:	20234
PROGRAM/DEPARTMENT:	Environmental Public Health; Community Care Facility Licensing; Tobacco Vapour Prevention and Control	BENCHMARKS (If Applicable):	80104
REPORTING TO:	Program Manager and/or Team Leader		
FACILITY/SITE:	Various Island Health SI/CI/NI Sites (Capital Regional District; Duncan; Nanaimo; Parksville; Port Alberni; Courtenay; Campbell River; Port Hardy)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and 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 Team Leader, the Program Assistant provides administrative and clerical support to a range of Programs within Environmental Public Health, Community Care Facility Licensing & Tobacco Vapour Prevention and Control. Performs a variety of clerical and administrative duties, such as managing and 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, permits, licenses, procedure manuals, public orders, surveys, newsletters, web pages, communications, databases, and spreadsheets from rough draft or as directed. Participates with criminal record check applications, collection of fees and supporting other offices as required.

Gathers and compiles information as required, such as confidential client and facility information and statistics. Gathers, researches, organizes, and summarizes information for reports.

TYPICAL DUTIES AND RESPONSIBILITIES:

Program information: Client base includes general public, government and private agencies. Within Environmental Public Health, Community Care Facility Licensing and Tobacco Vapour Prevention and Control there are multiple Employer, municipal, provincial and federal regulations, bylaws and requirements that require knowledge and ability to utilize different processes, websites, systems, databases and spreadsheets to perform the duties outlined below. Within Public Health Protection, some examples of different processes include but are not limited to Sewerage, Water, Food, Tobacco & Vapour, Residential Care, Child Care and Personal Services documents are considered to be related to engineering and public works and can be technical in nature.

1. Provides general administrative support services by:

- Screening incoming correspondence, determining the priority of material and taking the appropriate action; researching, gathering and compiling information, organizing and summarizing information for reports;
- Typing and formatting a variety of documents such reports, letters, memos, handouts, forms, PowerPoint presentations, and newsletters;

- Participating as a member of administrative and program teams; identifying issues of concern and proposing ideas and recommending solutions or change where appropriate;
- Managing incoming/outgoing phone calls, greeting and directing scheduled and unscheduled clients and walk-in Appendix A visitors questions and notifying appropriate staff, referring clients and assisting navigation of the website as necessary as well as external programs where appropriate;. Receives complaints from the public and compiles information related to the complaint.
- Assisting clients with reviewing and completing forms, providing general information with regards to each individual program/service and their policies and procedures;
- Mailing/emailing information and forms, e.g. general communications, confidential reports, applications, signs, bylaws, posters, pamphlets, educational materials, etc.;
- Booking and setting up meeting rooms; attending team meetings and program education, distributing agenda and taking minutes;
- Entering information in various databases and generating confidential reports following established procedures and guidelines;
- Processing payments;
- Packaging items for shipping, including samples and lab specimens;
- Performs general timekeeping functions such as, maintaining & storage of timesheets; signing in staff when required, updating staffing in/out boards;

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 Team Leader;
- Primary administrative support for Program including the professional staff in the multiple program/service areas;
- Point of contact with other Public Health Protection services, municipal and service specific agencies and clients requesting access to the service or questions about the program;
- Orient new staff of the program to the administrative processes required;
- Orienting and mentoring office staff;
- Maintain multiple databases and spreadsheets as directed for specific project/program purposes and enters confidential data to ensure current information is available. Ensures data integrity by checking, verifying and matching data and documents processed;
- Reviewing technical or engineering documents to identify key components within an application to be included into a draft permit and other relevant documents;
- Making travel arrangements, such as booking airline flights, hotels, car rentals, etc.;
- Conducting file searches as need to support Freedom Of Information requests and administrative searches;
- Drives a motor vehicle if operationally required.

3. Reports any shortages or malfunctioning equipment, and arranges servicing or repair, as directed. Maintains a clean and tidy workplace.

4. 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.

5. Provides Records Management duties such as:

- Establishing and maintaining filing and administrative systems, consistent with standard procedures and program needs;

- Requesting and verifying identification and information for Criminal Record Checks and/or FoodSafe in accordance with standard procedures;
- Opening, updating, closing and archiving facility records in accordance with standard procedures; Maintains Records Management database, tracking the sending and receiving of client charts;

6. Performs financial and ordering duties such as:

- Prepares Office finance ledger by recording monies received, balancing and printing required forms, ensuring accuracy and correctness.
- Secures financial transactions prior to transferring to the Finance Department. Maintains and balances a petty cash fund.
- Tracks annual contracts and advises on status of contract payments.
- Prepare banking deposit, including counting cash and processing cheques, and completing paperwork for courier pick up and bank processing.
- Calculating payment amount and fees owing depending on date processed, length, and permit type.
- Maintain and update confidential client information (credit card numbers).

7. 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

Or an equivalent combination of education and experience

Valid BC Drivers License

Ability to pass a criminal record check

Skills And Abilities

- Ability to type 60 wpm
- Demonstrated skills in MS Office, including Word, Excel, Outlook
- Ability to use Word Processing, spreadsheets, database applications, and web applications
- Ability to prepare, maintain and control a variety of office records, documents, confidential correspondence files and related data with a high degree of accuracy and proficiency
- 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
- Ability to analyze and resolve problems
- Physical ability to carry out the duties of the position