



Simcoe Muskoka District Health Unit
POSITION DESCRIPTION

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| POSITION TITLE: ADMINISTRATIVE ASSISTANT - AMOH | POSITION NUMBER: |
| SERVICE AREA: Office of the Medical Officers of Health | PROGRAM AREA: AMOH |
| REPORTS TO: Medical Officer of Health | REVIEW DATE: May 16, 2006, October 17, 2008 |
| <p>PURPOSE OF POSITION: To provide administrative support to Associate Medical Officers of Health including calendar management; correspondence management, tracking and follow-up, meeting coordination including minutes of meetings; tracking tasks and deadlines; coordinating technical equipment requests e.g. computer, phone; establishing and maintaining distribution lists; maintaining service area files, policies & procedures manuals. This position provides back-up to the Executive Assistant to the Medical Officer of Health and to the Administrative Coordinator Corporate Service.</p> | |
| <p>POSITION SKILLS & COMPETENCIES REQUIRED:</p> <p>Education: College Diploma - completion of two-year office administration program.</p> <p>Related Experience: 3-5 year's secretarial and administrative experience including demonstrated experience in providing task or team leadership.</p> <p>Specific knowledge, skills, abilities:</p> <ul style="list-style-type: none"> • Advanced skills in Microsoft Word, Excel, PowerPoint and Outlook • Intermediate skills in Microsoft Access and Visio • Advanced keyboarding skills including speed and accuracy • Advanced proof-reading skills • Advanced record/data management skills, including the development of electronic and paper filing systems • Advanced ability to establish and maintain an information/resource database relevant to program or functional unit • Advanced ability to develop and/or format materials and documents in accordance with agency standards including the selection of appropriate graphics and resources • Advanced ability to organize and prioritize work • Advanced ability to manage time effectively and meet deadlines • Advanced ability to manage multiple demands and coordinate the work and schedules of others • Advanced oral communication and interpersonal skills including ability to negotiate and problem solve work priorities and workloads with staff and to deal with the public in routine and challenging situations • Advanced problem-solving and analytical skill with the demonstrated ability assess and respond to non-routine information/situations/circumstances • Advanced written communications skills including the ability to communicate ideas effectively via email, prepare reports and correspondence for senior management signature, review and edit correspondence and reports, synthesize discussions and take minutes at meetings • Advanced ability to exercise strict confidentiality, good judgment and diplomacy under pressure • Able to work independently within established parameters and to function effectively as a member of a team | |
| <p>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):</p> <p>Provide secretarial/administrative support to the Associate Medical Officers of Health Ave. % of time: 50%</p> <ul style="list-style-type: none"> • Coordinates and manages calendars, including scheduling of activities/meetings | |

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued:

- Makes arrangements for internal and external conferences, meetings, appointments, etc., such as room booking and meeting preparation, attendance and follow up as required.
- Formats presentations and reports consistent with agency standards and corporate style guide
- Provides administrative coordination for events including booking location, registration, attendance, preparing agendas, booking equipment, assisting with room set-up, preparing evaluation forms, completing meeting minutes, copying documents as required, completing summary of evaluations.
- Maintains agency and service e-mail distribution list
- Organizes and maintains service filing system

Organize and expedite the flow of work through the AMOHs' offices **Ave % of time: 20%**

- Organizes and expedites work flow through the AMOHs' offices; keeps track of tasks and deadlines assigned to AMOHs; provides correspondence tracking and follow up
- Organizes and maintains files for the AMOHs
- Receives and coordinates incoming mail addressed to AMOHs, ensures confidentiality and follows up with time sensitive material
- Drafts and prepares routine and confidential correspondence for the signature of the AMOH, MOH or Board Chair
- Coordinates agency-wide information requirements that relate directly to service and AMOHs and ensures effective and efficient communication
- Fosters and maintains effective communication within and across services

Provide administrative support including office systems, equipment & supplies staff/audit/distribution lists **Ave. % of time: 10%**

- May provide input into hiring decisions for support staff positions through participation in the interview process
- Processes requisitions for AMOHs
- Coordinates technical support requests from staff regarding adding, moving or removing computer or phone service, and modifying appropriate lists
- Facilitates access to and/or provides software support to staff within the service
- Processes moves, adds, changes requests (MACs) for phone, computer access and e-mail
- Updates and maintains organizational charts for service area

Support agency committees **Ave. % of time: 20%**

- Provide administrative support to the Board of Health
- Participates in agenda review and planning
- Coordinates the preparation and distribution of meeting materials
- Correspondence management and tracking
- Coordinates arrangements for conferences and external activities and record keeping related to per diems, mileage and expenses
- Records management

Contribute to team and agency effectiveness **Ongoing**

- Works collaboratively as a member of the team; contributes to positive team functioning
- Assists service, program and functional units in carrying out their mandates
- Demonstrates commitment to, and functions in a way that is consistent with, the agency mission, vision, values and strategic directions
- Respects and ensures confidentiality in all work performed on behalf of the Agency
- Demonstrates a strong customer service focus in dealing both internally and externally

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued:

- Participates on agency-related committees as assigned
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster

Management has the right to change position requirements from time to time as Agency conditions dictate.

CONTACTS & COMMUNICATION:

Internal: Board of Health members, Executive Committee, management committees, MOH, AMOHs, directors, managers and supervisors within and across programs and services; program and administrative staff.

External: Physicians, health care executives, government leaders, community groups, medical officers of health, peers and management in health care settings, schools, other health units, other health care and social service agencies, laboratories, and provincial ministries; clients; general public; vendors and recruitment candidates.

RESPONSIBILITY FOR RESOURCES:

Staff: Provides technical guidance to other staff related to use of computer software, office equipment and data base applications

Financial: N/A

Information: Maintains confidential personnel and financial information; prepares minutes of management meetings, correspondence and reports; oversees file & record/data management for the service area; maintains various lists i.e. staff/email distribution. Records, using spreadsheets, expenditures & budget requests on a regular basis.

Materials and Equipment: Processes requisitions for AMOHs and MOH and Board Chair signature. Oversees booking and secure storage of service area laptop computers and portable electronic storage devices. Use of equipment related to position function e.g. laptop, printer, office equipment; requests maintenance as required.

EFFORT REQUIRED:

Mental:

- Considerable attention to detail/audio concentration for telephone, minute-taking
- Considerable attention to detail/visual concentration for computer, reading/checking/verifying information for accuracy
- Considerable deadlines are related to board of health meeting planning; mileage & time sheets, program requests, reports and contracts and agency requests for assistance
- Considerable interruptions due to multi-tasks, staff requiring support, changing priorities/technology i.e. must integrate changing agency policies/procedures into practice, involved with telephone systems, office moves, new database/software applications
- Critical assessment and analysis required for appropriate addressing and directing of calls for the MOH and AMOH; assessing need and identifying options for administration systems e.g. filing system.
- Problem solving and resolving conflicts including balancing workload and priorities, scheduling and coverage

Physical:

- Considerable sitting at work station when using computer
- Considerable manual dexterity for computer work i.e. keyboarding/data entry

WORKING CONDITIONS SPECIFIC TO POSITION:

- Standard office environment.
- Limited overtime is required to meet job demands
- Limited travel may be required

I have read the Position Description and understand the duties and responsibilities as assigned.

EMPLOYEE’S SIGNATURE: _____ **DATE:** _____

MANAGER’S SIGNATURE: _____ **DATE:** _____

MOH/CEO SIGNATURE: Original document signed by Dr. Charles Gardner, MOH
DATE: _____

POSITION HISTORY: Nov. 2/06 – Minor modifications were made to Position Description as a result of the Job Evaluation Committee review of all agency non-union positions, including reconsideration requests.
May 16/06 – Position Description was modified, from six Accountabilities to five Accountabilities with responsibility taken out regarding time and mileage sheets, plus reference to coordinating recruitment & interviewing/hiring process was taken out. Also wording for Financial Responsibility was taken out, now reads N/A, plus additional changes in wording etc. were made. In reviewing this, there is no change in job evaluation.
Oct 17/08 Administrative Assistant, Corporate Service changed to Administrative Coordinator Corporate Service to reflect change in position title. Reference to CS Directors removed throughout position description.

May 06