



Simcoe Muskoka District Health Unit
POSITION DESCRIPTION

POSITION TITLE: PROGRAM ASSISTANT	POSITION NUMBER:
SERVICE AREA: As assigned	PROGRAM AREA: As assigned
REPORTS TO: Manager, Service Area Director; Associate Director; Operations & Office Support Supervisor	REVIEW DATE: May 10, 2006
<p>PURPOSE OF POSITION: To provide secretarial assistance to assigned service, program or functional unit, and provide the first point of contact for public and staff inquiries. This includes word processing and data entry; minute taking; file and record management; developing promotional materials; formatting documents, presentations and reports; photocopying; mail distribution; ordering/distributing/maintaining office supplies & materials; arranging for equipment maintenance or repair; sign-out of office equipment; and maintaining effective communication with all staff and the general public. May be required to collect, secure and/or track cheques, cash or issue receipts.</p>	
<p>POSITION SKILLS & COMPETENCIES REQUIRED:</p> <p>Education: College Diploma - completion of one-year office administration/secretarial program.</p> <p>Related Experience: 1-3 year's secretarial experience with specialization, experience and training appropriate to program and/or service area function.</p> <p>Specific knowledge, skills, abilities:</p> <ul style="list-style-type: none"> • Intermediate skills in Microsoft Word, Excel, PowerPoint and Outlook • Intermediate skills in database and desktop publishing software • Advanced proof-reading skills • Intermediate ability to develop and/or format materials and documents in accordance with agency standards including the selection of appropriate graphics and resources • Intermediate record/data management skills including filing management skills (electronic and paper) • Intermediate ability to establish and maintain an information/resource database relevant to program or functional unit • Intermediate ability to organize and prioritize work • Intermediate ability to manage time effectively and meet deadlines • Intermediate ability to manage multiple demands • Intermediate oral communication and interpersonal skills including ability to deal with staff and the public in routine and challenging situations • Intermediate written communications skills including the ability to communicate ideas effectively via email, synthesize discussions and take minutes at meetings • 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 service, program or functional area(s) and committees</p> <ul style="list-style-type: none"> • Creates brochures/pamphlets/forms/flyers; ensures format is consistent with agency corporate image, style guide or other defined standards • Provides photocopying • Types correspondence i.e. routine correspondence and/or generates computer and/or manual reports • Researches/reviews/collects information (from specific sources/resources), compiles statistical reports • Opens, sorts and distributes incoming mail (internal and external); prepares outgoing mailings • Acts as contact person for internal communications 	

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued ...

- Provides input into new projects/systems/programs
- Represents service, program or functional area(s) as a member on various health unit committees
- Provides support and training to staff re use of equipment, computer software programs, application of databases
- Provides administrative support for service and program 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.
- May act as secretary to agency committees
- May collect, secure and/or track cheques, cash, issue receipts; may review and follow-up invoices and payments; may be responsible for petty cash, OHIP billings – dependant on Service/Program Areas that are supported by this position
- Provides coverage to, other program clerical and secretarial staff– outer office program assistants provide switchboard coverage

Provide general office administration support, including ordering & distribution of office supplies, arranging for equipment maintenance and repair, signing out equipment

- Ensures necessary materials and supplies for assigned program areas are ordered and distributed
- Orders and maintains office supplies, equipment and resources as required
- Acts as contact person for general office concerns, building maintenance, cleaning, security, etc.
- Acts as contact person for equipment troubleshooting i.e. how to run office equipment or notification for repairs; arranges for maintenance and/or repair of equipment including vaccine fridges; coordinates signing out of equipment
- Provides support to staff with computer/printer or IT concerns/problems by identifying, analyzing and resolving problem if possible, prior to contacting tech support
- Sets up teleconferences; books meeting rooms, A/V equipment
- Maintains inventory/stock & fills orders

Maintain records & provide data management, including security

- Collects and compiles information; generates reports
- Inputs data into agency databases
- Provides secure file and record management
- Processes requests for service according to established procedures

Provide information and respond to requests from the public and staff and appropriately direct inquiries

- Greets the public and visitors to the health unit
- Provides information, and responds to requests from the public and staff and directs inquiries
- Fosters and maintains effective communication with all staff and general public

Contribute to team and agency effectiveness

- 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
- Participates on Agency-related committees as assigned

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued ...
<ul style="list-style-type: none">• Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster
<i>Management has the right to change position requirements from time to time as Agency conditions dictate.</i>
CONTACTS & COMMUNICATION:
Internal: Service director, program manager or supervisor and team; technical and administrative staff External: Peers in health care settings, schools, other health units, other health care and social service agencies, laboratories, and provincial ministries; clients; general public and vendors.
RESPONSIBILITY FOR RESOURCES:
Staff: Provides technical guidance to other staff related to use of computer software, office equipment and data base applications. Financial: May collect, secure and/or track cheques, cash or issue receipts; may be responsible for petty cash, OHIP billings; work may involve review and follow-up re invoices and payment. Information: Provides information and responds to requests from the public and staff; maintains files/records & provides data/record management; provides data entry and word processing support; creates reports; data collection; maintains & provides quality assurance of databases. Materials & Equipment: Orders and distributes office supplies and materials; use of equipment related to position function. These may include computer, fax machines, scanner, photocopier, printer, telephone, laptop; requests maintenance and repairs as required. May request quotes for print materials, office supplies and equipment. May be responsible for booking, tracking and secure storage of assigned equipment.
EFFORT REQUIRED:
Mental: <ul style="list-style-type: none">• Considerable attention to detail i.e. audio concentration for telephone, taking minutes;• Considerable visual concentration for word processing, minutes, documents, file & record management, orders for office supplies/materials.• High volume of work.• Considerable short turnaround requests, interruptions & changing priorities related to multiple demands associated with the work.• Analysis related to troubleshooting office equipment problems, prioritizing work.• Negotiation and conflict resolution in work with staff and the public in responding to requests and balancing workload and priorities Physical: <ul style="list-style-type: none">• Moderate lifting/moving boxes of materials; heavy weight (over 35 pounds)• Considerable sitting at workstation• Considerable manual dexterity for computer work i.e. keyboarding
WORKING CONDITIONS SPECIFIC TO POSITION:
<ul style="list-style-type: none">• Standard office environment.• Limited exposure to adverse conditions e.g. verbal conflicts with clients• Limited exposure to health and safety hazards e.g. packaging and disposal of biomedical waste and sharps containers• May work in isolation on a limited basis if working in a branch office of SMDHU.• Limited overtime is required to meet job demands• Limited travel is required to attend meetings

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

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

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

Position Approvals:

DIRECTOR’S SIGNATURE: _____ **DATE:** _____

Director Healthy Living Service

DIRECTOR’S SIGNATURE: _____ **DATE:** _____

Director Family Health Service

DIRECTOR’S SIGNATURE: _____ **DATE:** _____

Director Clinical Service

DIRECTOR’S SIGNATURE: _____ **DATE:** _____

Director Health Protection Service

DIRECTOR’S SIGNATURE: _____ **DATE:** _____

Director Corporate Service

MOH/CEO SIGNATURE: **Original document signed by Dr. C. 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. July 6/07 - Operations & Office Support Supervisor omitted from May 10/06 Position Description (PD amended July 6/07)