

Simcoe Muskoka District Health Unit  
**POSITION DESCRIPTION**

<b>POSITION TITLE: PROGRAM ASSISTANT</b>	<b>POSITION NUMBER:</b>
<b>SERVICE AREA:</b> As assigned	<b>PROGRAM AREA:</b> As assigned
<b>REPORTS TO:</b> Manager, Service Area Director; Associate Director; Operations & Office Support Supervisor	<b>REVIEW DATE:</b> May 10, 2006
<p><b>PURPOSE OF POSITION:</b> 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 &amp; 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><b>POSITION SKILLS &amp; COMPETENCIES REQUIRED:</b></p> <p><b>Education:</b> College Diploma - completion of one-year office administration/secretarial program.</p> <p><b>Related Experience:</b> 1-3 year's secretarial experience with specialization, experience and training appropriate to program and/or service area function.</p> <p><b>Specific knowledge, skills, abilities:</b></p> <ul style="list-style-type: none"> <li>• Intermediate skills in Microsoft Word, Excel, PowerPoint and Outlook</li> <li>• Intermediate skills in database and desktop publishing software</li> <li>• Advanced proof-reading skills</li> <li>• Intermediate ability to develop and/or format materials and documents in accordance with agency standards including the selection of appropriate graphics and resources</li> <li>• Intermediate record/data management skills including filing management skills (electronic and paper )</li> <li>• Intermediate ability to establish and maintain an information/resource database relevant to program or functional unit</li> <li>• Intermediate ability to organize and prioritize work</li> <li>• Intermediate ability to manage time effectively and meet deadlines</li> <li>• Intermediate ability to manage multiple demands</li> <li>• Intermediate oral communication and interpersonal skills including ability to deal with staff and the public in routine and challenging situations</li> <li>• Intermediate written communications skills including the ability to communicate ideas effectively via email, synthesize discussions and take minutes at meetings</li> <li>• Able to work independently within established parameters and to function effectively as a member of a team</li> </ul>	
<p><b>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):</b></p> <p><b>Provide secretarial/administrative support to service, program or functional area(s) and committees</b></p> <ul style="list-style-type: none"> <li>• Creates brochures/pamphlets/forms/flyers; ensures format is consistent with agency corporate image, style guide or other defined standards</li> <li>• Provides photocopying</li> <li>• Types correspondence i.e. routine correspondence and/or generates computer and/or manual reports</li> <li>• Researches/reviews/collects information (from specific sources/resources), compiles statistical reports</li> <li>• Opens, sorts and distributes incoming mail (internal and external); prepares outgoing mailings</li> <li>• Acts as contact person for internal communications</li> </ul>	

**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

<b>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY) Continued ...</b>
<ul style="list-style-type: none"> <li>Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster</li> </ul>
<i>Management has the right to change position requirements from time to time as Agency conditions dictate.</i>
<b>CONTACTS &amp; COMMUNICATION:</b>
<p><b>Internal:</b> Service director, program manager or supervisor and team; technical and administrative staff</p> <p><b>External:</b> 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.</p>
<b>RESPONSIBILITY FOR RESOURCES:</b>
<p><b>Staff:</b> Provides technical guidance to other staff related to use of computer software, office equipment and data base applications.</p> <p><b>Financial:</b> 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.</p> <p><b>Information:</b> Provides information and responds to requests from the public and staff; maintains files/records &amp; provides data/record management; provides data entry and word processing support; creates reports; data collection; maintains &amp; provides quality assurance of databases.</p> <p><b>Materials &amp; Equipment:</b> 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.</p>
<b>EFFORT REQUIRED:</b>
<p><b>Mental:</b></p> <ul style="list-style-type: none"> <li>Considerable attention to detail i.e. audio concentration for telephone, taking minutes;</li> <li>Considerable visual concentration for word processing, minutes, documents, file &amp; record management, orders for office supplies/materials.</li> <li>High volume of work.</li> <li>Considerable short turnaround requests, interruptions &amp; changing priorities related to multiple demands associated with the work.</li> <li>Analysis related to troubleshooting office equipment problems, prioritizing work.</li> <li>Negotiation and conflict resolution in work with staff and the public in responding to requests and balancing workload and priorities</li> </ul> <p><b>Physical:</b></p> <ul style="list-style-type: none"> <li>Moderate lifting/moving boxes of materials; heavy weight (over 35 pounds)</li> <li>Considerable sitting at workstation</li> <li>Considerable manual dexterity for computer work i.e. keyboarding</li> </ul>
<b>WORKING CONDITIONS SPECIFIC TO POSITION:</b>
<ul style="list-style-type: none"> <li>Standard office environment.</li> <li>Limited exposure to adverse conditions e.g. verbal conflicts with clients</li> <li>Limited exposure to health and safety hazards e.g. packaging and disposal of biomedical waste and sharps containers</li> <li>May work in isolation on a limited basis if working in a branch office of SMDHU.</li> <li>Limited overtime is required to meet job demands</li> <li>Limited travel is required to attend meetings</li> </ul>

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:** \_\_\_\_\_

<p><b>POSITION HISTORY:</b> 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 &amp; Office Support Supervisor omitted from May 10/06 Position Description (PD amended July 6/07)</p>
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May 06