

HUMAN RESOURCES POLICY & PROCEDURE

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POLICY STATEMENT

Park Place Seniors Living will have standardized position descriptions for all workers based on relevant standards of practice and/or provincially-mandated expectations.

PURPOSE

To provide standardized, specific expectations and role description of every staff member's role and responsibilities.

PROCEDURE

DEPARTMENT: Administration

JOB TITLE: Administrative Assistant

REPORTS TO: Site Leader

JOB SUMMARY:

Reporting to and supporting the Site Leader, the Administrative Assistant is often the first point of contact for anyone entering the PPSL Home, thus must be a positive, outgoing and informed presence, willing to attend to others' needs and become a vibrant part of the PPSL Home's community. Serves residents, families, visitors and staff in a welcoming manner, assisting and supporting as required. Working with the Site Leader, takes a leadership role in the coordination of quality assurance/quality improvement programs. Is a member of the Home's Leadership Team and is a resource to all residents and tenants, their families, staff, volunteers and all other stakeholders at the PPSL Home. The ensures a commitment to resident safety and to our "culture of safety" as per the Strategic Directions of Park Place Seniors Living.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Working and communicating closely with the Site Leader and the Social Worker (as appropriate), takes a leadership role in supporting and coordinating all resident processes including: admissions and discharges of residents in Neighborhoods from first point of contact including financial information and consents (eg. Pre-Authorized Payment form, first month billing, Admission Agreement).
2. Has a central role to play with regard to technological support and troubleshooting with IT systems at site, aiming to keep all communication systems functioning.
3. Manages financial transactions, keeping accurate and current records and reconciling the residents' Trust Account and Petty Cash Account.
4. Manages resident and tenant statistics, keeping accurate and current records and forwards routinely to Site Leader.
5. Makes deposits at the bank for miscellaneous Accounts Receivable and residents' Trust Account, prepares cheques for Site Leader's signature for reconciliation of Trust or Resident Council account.
6. Completes Billing Change Forms for residents upon status change, and forwards to Corporate Office in a timely manner.
7. Reconciles payroll, completes payroll worksheet for Site Leader's signature and forwards on to Corporate Office as per required time schedule.

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8. Communicates with Department of Veteran Affairs (DVA), and all other agencies as needed for resident accounts paid by them.
9. In collaboration with the Site Leader and Social Worker, assists in coordinating services to residents, tenants and families who experience challenges in daily living as a result of illness and/or aging.
10. Responsible for Resident Trust Account program management and budget control.
11. Identifies, plans, coordinates and participates in in-services, orientation, and training programs.
12. Advocates for and communicates residents' needs to staff.
13. Participates in a variety of meetings which include leadership, organizational, and planning meetings and takes minutes as requested.
14. Maintains close cooperation, communication, and liaison with staff and other professionals involved in the provision of care to residents and tenants.
15. Maintains up-to-date knowledge of Park Place's policies and procedures and relevant legislation. Interprets and implements these as necessary. Recommends changes in policy and procedures.
16. Maintains strict confidentiality of information gained as a result of the employment relationship.
17. Works closely with the Site Leader and communicates with other members of the Leadership Team regarding planning and quality improvement.
18. Works with the Receptionist to code invoices and forwards on in a timely manner to Corporate Office for Accounts Payable processing.
19. Prepares and mails monthly resident and tenant Pre-Authorized Payment information slips.
20. Working with Corporate, assists with year-end audit.
21. Attends work-related conferences and seminars as directed.
22. Prepares reports.
23. Other duties as required.

When the Receptionist is off duty:

1. Cordially receives, assists and directs residents, tenants, families, visitors and staff within the facility, including accompanying visitors to their destination as required.
2. Answers, directs, and responds to phone calls and queries.
3. Clerical duties including filing and word processing (eg. typing minutes), sorting and distributing incoming and outgoing mail.
4. Orders office supplies, including for printers, fax machines, photocopier, etc.
5. Books visitor's suite, distributes and collects keys and collects, accounts for and deposits funds into bank.
6. Restocks Neighborhoods with forms and supplies as required.
7. Responsible for directing the shipping and receiving of supplies for the PPSL Home.
8. Other duties as required.

HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with PPSL's and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
 - Uses safe work procedures,

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- Promotes health and safety policy and awareness,
- Makes safety suggestions.
- Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of residents, self, other workers and the general public.
- Reports any near miss, injury, accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.

QUALIFICATIONS:

Certification in health care office management with minimum 3 years recent related experience or equivalent combination of training and experience

SKILLS AND ABILITIES:

- Ability to communicate fluently in English, both verbally and in writing.
- Demonstrated organizational, communication, and conflict resolution skills required
- Must be able to establish and maintain cooperation with all personnel and maintain harmonious relations with clients and families.
- Proficient with computers/IT programs such as MS Word and outlook.
- Point Click Care experience an asset however training will be provided.
- Physical ability to carry out the duties of the position
- Must be able to work in many varied stressful situations
- Must be able to work independently and as part of a team
- Ability to operate related equipment.
- Must have a Criminal Records check completed.

Physical Demands:

The Administrative Assistant position requires a significant amount of lifting, walking, reaching, bending, pushing, standing and sitting. In an average day the employee spends 2 to 6 hours sitting. Lifts a maximum of 30 lbs. Must be able to manage stressful work situations with dexterity.

Health and Safety Risks – Environment

- Physical: Strain on shoulder, neck and back.
- Environmental: Draught, dust exposure, working alone situation.
- Chemical: Equipment cleaners minimal
- Biological: Exposure to communicable diseases (eg. colds, influenza, GI issues)
- Radiation: Minimal