

	JOB DESCRIPTION		
	Position Title: Program: Service: Accountable to:	ADMINISTRATIVE ASSISTANT Mental Health and Addictions Counselling and Clinical Support Counselling and Clinical Support Services Manager	
Issued By: Date Issued:		Date Revised: Classification:	

PURPOSE AND SUMMARY

Under the direction of the Counselling and Clinical Support Services Manager, the Administrative Assistant assists in managing Counselling and Clinical Support Services by ensuring client documentation is accurate and forwarded to clinical files, data is inputted and recorded for statistical purposes and psychological and psychiatric referrals are processed according to Counselling and Clinical Support Services Service Delivery Manual.

DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

Under the direction of the Counselling and Clinical Support Services Manager, the Administrative Assistant is responsible for:

- a. providing clinical record keeping of the Counselling and Clinical Support Services client files in accordance with the Dilico mandate, policies and procedures;
- b. accessing client files from clinical records on an as needed basis and ensuring the security and confidentiality of client files and information;
- c. providing accurate and efficient computer services for the unit staff;
- d. preparing statistical summaries and reports in keeping with the standards and procedures of Dilico;
- e. maintaining a file of applicable agency forms for use within the unit which includes a supply of clinical forms, and preparing, revising and/or designing the master copies of clinical forms utilized by the

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- unit staff as directed by the Counselling and Clinical Support Services Manager;
- f. performing secretarial and clerical duties such as - typing, dicta-typing, filing, photocopying, faxing, and taking messages;
 - g. assisting in the management and paperwork of the unit as directed by the Counselling and Clinical Support Services Manager;
 - h. assisting staff in the scheduling and planning of workshops and tele-psychiatry training and preparing any necessary materials;
 - i. recording daily attendance of Counselling and Clinical Support Services staff by using the appropriate legend codes and verifying same with the Counselling and Clinical Support Services Manager, and at month end, sending the completed monthly attendance to the Personnel Clerk;
 - j. acting as a resource for Counselling and Clinical Support Services by having a good knowledge of the Mental Health Act;
 - k. preparing files for the unit for opening by Information Systems staff;
 - l. recording the minutes of unit meetings or any other meetings as may be requested by the Unit Manager and distributing and filing as requested;
 - m. composing and typing routine and the occasional non-routine correspondence for the unit;
 - n. photo-copying and/or preparing documents for unit meetings;
 - o. assisting in the preparation and record keeping of purchase orders for the unit;
 - p. arranging for accommodation and/or land/air transportation for staff within the unit;
 - q. booking the interview room and conference room for unit staff as may be requested;
 - r. providing general, non-confidential information and assistance to student placements within the unit and/or clients accessing services from the unit as may be requested;
 - s. inputting data into the Penlieu System or other data information system as required – processing data with information that is provided by the unit staff; cross-referencing, maintaining statistics, and print outs as may be requested by the Counselling and Clinical Support Services Manager;
 - t. receiving and processing referrals and reports from psychological and psychiatric professionals with whom Dilico Anishinabek Family Care receives/purchases service;
 - u. participating in meetings, seminars and workshops as directed by the Counselling and Clinical Support Services Manager;

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- v. providing direction to internal and external persons, as appropriate, wanting to access psychological or psychiatric services;
- w. providing administrative support services for Ministry of Children and Youth Services initiated programs such as Brief Child and Family Phone Interview and Child and Adolescent Functional Assessment Scale as directed by the Counselling and Clinical Support Services Manager.

2. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency records;
- h. participating constructively in the supervision process with the immediate Manager.

QUALIFICATIONS

1. Education

A minimum two-year Health Record Technician or Secretarial Diploma is required.

2. Work Experience

Three or more years experience in secretarial or health records in a hospital, mental health or clinical records management.

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3. Skills/Abilities

- a. competence in typing, word-processing skills (Microsoft Word) and file management;
- b. proficiency in transcribing dictation or typing of handwritten work;
- c. excellent public relations and organization skills;
- d. good written and verbal communications skills;
- e. excellent spelling, punctuation and general grammar;
- f. experience in Penlieu Data System, an asset;
- g. familiarity with Ministry Mental Health assessment tools and treatment;
- h. ability to maintain confidentiality;
- i. ability to work within the policies, standards, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- j. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
- k. ability to understand and/or speak an Anishinabek language would be considered an asset.

CONDITIONS OF EMPLOYMENT

- a. satisfactory Criminal Records Search;
- b. ability to work flexible hours as determined by the Unit Manager in relation to service requirements;
- c. must possess a Class “G” Driver’s Licence and have access to a personal vehicle.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.