



**Canadian Mental
Health Association**
Prince George

Job Title: Administrative Assistant
Reports to: Clinical Program Coordinator
Grid Level: 25
Benchmark: Administrative Support 4
Union: HEU
Hours: 10-3 Monday to Friday (25 hrs per week)

Job Summary:

Provides a variety of administrative and clerical assistance in Quesnel clinical office. Prepares correspondence, reports and other documents; maintains a variety of financial and other records, files and related filing systems. Ensures a welcoming atmosphere for clients.

KEY DUTIES AND RESPONSIBILITIES:

- Welcomes clients and others into the office and ensures a welcoming, culturally sensitive and trauma informed atmosphere when present or not present in the office.
- Assists with client intake by performing duties such as obtaining client information and completing documentation required. Schedules and confirms clients for appointments and maintains wait list.
- Receives, records, checks and balances cash transactions, including receiving payments, issuing receipts and maintaining the petty cash accounts.
- Performs general timekeeping functions such as tracking of hours
- Implements volunteers programs to meet pre-established goals and objectives including determining methods of operating the program.
- Ensures up to date community information available at all times for clients and walk ins.
- Screens and prioritizes incoming correspondence, phone calls, emails etc for clinician to respond to.
- Performs general record management duties such as assembling files, assigning file numbers, preparing file folders, and filing and distributing documents and files.
- Operates office equipment such as photocopiers, shredders and fax machines, and carries out minor maintenance such as loading paper, removing paper jams, cleaning glass, and changing toner cartridges. Refers further maintenance required to supervisor.
- Tracks office or program expenditures by recording expenses and alerting clinician and CMHA account administrator to budget overruns and unusual expenses. Maintains a variety of financial records such as petty cash fund, credit card bills and receipts, purchase orders and cheque requisitions
- Collects, researches, organizes and summarizes data from a variety of sources and produces reports: performs analysis of reported information; keeps clinician informed of problem areas or emerging trends and briefs them on any issues, concerns, matters and meetings.
- Maintains client and program information using spreadsheet and/or database software.

- Produces ad hoc reports from databases as required by clinician by identifying and organizing the required information, compiling data, designing format and printing reports.
- Responds to outside inquiries about services offered by the organization
- Communicates with other community service agencies and/or ministries regarding client enrolment in and attendance at programs while maintaining approved clinician guidelines per client as well as FOIPOP policies and procedures and client confidentiality.
- Provides work processing, data input and typing support such as correspondence, meeting minutes, forms and client information; drafts routine correspondence such as thank you letters, client appointment letters and internal memoranda.
- Assists in coordinating and completion of projects
- Receives client feedback, inquiries and complaints and responds as required by following current protocols. Reports unusual occurrences and risk management issues to clinician.
- Arranges meetings, schedules appointments and makes travel arrangements; books rooms for meetings, prepares agendas and takes minutes at meetings as required.
- Assists and advocates for clients through provision and information and support as required.
- Utilizes and honors the cultural processes relevant to the client and ensures collaboration in the provision of the transfer of care to other partners/agencies.
- Provides consultation to and liaison with related service providers such as physicians, community counselling services, emergency room staff and professionals as needed.
- Orients, monitors and provides work direction to volunteers and/or practicum students under the overall direction of the clinician.
- Performs other related duties as assigned.

QUALIFICATIONS:

Grade 12 plus completion of a program of up to one (1) year in business or office administration training and a minimum of 2 years related experience or an equivalent combination of education, training and experience.

Skills and Abilities:

- Proficiency in use of software packages and computer systems in use with CMHA - Microsoft Office Suite, Word, Excel, Access, Outlook, PowerPoint and Publisher
- Ability to type 60 wpm
- Certificates in CPR and First Aid
- Ability to obtain a valid RCMP clearance check
- Experience working with/coordinating volunteers an asset
- Knowledge of mental illness and experience with the mental health system an asset
- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to work both independently and in cooperation with others
- Ability to plan, organize and prioritize
- Ability to establish and maintain rapport with people
- Ability to honour and maintain confidentiality