



The Four Villages

Community Health Centre

Working Together for Whole Health

Administrative Assistant Permanent Full Time

Are you looking to work where your excellence will shine, and professional standards are highly valued? Do you want to learn and grow as an administrative professional and hone your skills in a healthcare environment?

The Four Villages Community Health Centre provides primary health care to the communities within its West Toronto in the context of the broader social determinants of health. Our primary care, clinical services and a wide range of health promotion programs are available to all residents with a focus on seniors, families with young children, youth and newcomers. Four Villages has two locations in the west end of Toronto. It is funded by the Ontario Ministry of Health and Long-term Care.

Reporting to the Director, Programs and Community Initiatives and as an integral part of the administration team, this position provides administrative support to the Director, Clinical Services and Director, Programs and Community Initiatives. An operational perspective, continuous attention to details, timelines and flexibility are essential to the success of this position.

The Administrative Assistant works closely with the Directors, the management and the administrative team. The position also assists with supporting clinical and program teams and working groups overseen by the Directors and ensures that the administrative needs of the organization are met efficiently and effectively.

Areas of accountability include, but are not limited to:

- Providing general and administrative support to the Directors, internal committees and working groups.

RESPONSIBILITIES:

- Schedule and set up meetings, teleconferences, prepare and distribute meeting agendas and previous minutes
 - Prepare meeting rooms and all logistics required for internal and external meetings and events, including management team meetings
 - Assist with managing follow-up on action items from previous meetings and prep for future meetings including taking a lead role with some action items
 - Attend and take minutes during meetings (internal and external)
 - Attend all relevant centre-wide meetings
- Support personnel recruitment process
 - Assist with screening and interviewing of applicants
 - Set up interviews
 - Assist with reference checks
- Assist with on-boarding, orientation and training of new staff and off-boarding for exiting staff
 - Complete required new hire forms and other appropriate documentation
 - Set up orientation and training schedule
 - Register staff with relevant external portals
 - Assist with the deactivation of exiting staff
- Responsible for managing the supply and distribution of NOD fobs
- Assist with preparing and formatting process flowsheets (e.g. Visio, Lucidchart or Word)
- Assist with managing the Outlook Calendar for Directors

- Respond to requests for information, policies/protocols (e.g., requests from other CHCs)
- Prepare/format a variety of materials, including presentations, reports, minutes of meetings, invitations, memos, letters, organizational policies and other documents, using word processing, spreadsheets and/or presentation software, as required
- Maintain accurate filing system in the appropriate network drives
- Assist with administration of performance appraisal process of staff managed by the Directors
- Provide support to the Reception Lead
 - Create a coverage schedule for reception teams at Bloor and Dundas
 - Assist with ensuring coverage during sick and vacation time leaves
- Support organizational initiatives as required, such as accreditation, strategic initiatives, quality improvement initiatives, etc.
- Provide support for ad-hoc projects for the Directors internally or with external partners
- Ensure that regular and ad-hoc organizational performance reports are secured from decision support, HR, and finance, and are shared on a timely basis
- Provide administrative support to the management team, as required, and works closely and in support with the administrative team
- Assist with implementation of privacy policies, track and log privacy breaches, and investigations
- Process expenses for the Directors (keep track of receipts)
- Reconcile visa/bank statements for programs and general Four Villages purchases monthly, or as required
- Reconcile purchase orders as required
- Act on own initiative during the directors' absence, referring urgent matters to appropriate staff members and communicating items for follow-up
- Contribute to programs and services cycle of planning and evaluation and administratively support organizational-wide planning, committees and staff meetings as appropriate
- Contribute to organizational activities to collect, analyze and report on data and relevant information, and participate in research when appropriate
- Provide other secretarial and administrative support to directors as needed
- Work during both regular and extended hours of operation in the main office and off-site locations as needed
- In addition to the above, you will also be responsible for other duties as assigned from time to time. The employer may amend or alter the content of this job description from time to time.

QUALIFICATIONS

- College diploma or certificate in administration, health administration or related field, or an equivalent combination of education and experience
- Two to three years of experience providing administrative assistance to senior management or significant administrative experience in a healthcare setting
- Experience and training in quality improvement
- Understanding of the Canadian healthcare system
- Excellent interpersonal skills, including flexibility and a positive attitude
- Excellent communication, problem-solving, conflict and time management skills
- Demonstrated ability to take initiative and to work independently and effectively with minimal supervision
- Experience recording minutes, reports, presentations
- Excellent writing skills
- Excellent organizational skills, and ability to set priorities in a fast-paced environment
- Superior knowledge and proficiency with the use of computers and applications such as MS Office with a minimum typing speed of 55 words per minute

Hours of work: 35 hours per week

Salary: Salary range of \$39,913 - \$48,089 (based on qualifications), plus 20 paid vacation days, 10 paid professional development days and excellent benefits.

Pension: Four Villages is a HOOPP employer.

Application Deadline: March 13, 2020 at 5 pm

This is not a Bargaining Unit position.

Interested candidates should e-mail their resume along with a cover letter to Human Resources at jobs@4villages.on.ca (Subject: Administrative Assistant), or fax to 416-604-3365.

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted.

The Four Villages Community Health Centre is an equal opportunity employer and encourages resumes from people who are reflective of the diverse communities we serve. If you have any requirements for accommodation, please let us know.

Four Villages is a scent-free environment.