



**Huron-Perth Centre is seeking an Administrative Clinical Services Support Team Member**

SERVING PERTH - LISTOWEL OFFICE – Monday and Friday

Contract Clinical Services Support – Salary Range is \$18.53 to \$22.60

- 12 hours/week - effective October 18, 2021 – may include occasional Wednesday evenings from 5-8pm

CLOSING DATE FOR APPLICATIONS is Friday, September 24 at 3 pm

SEND EXPRESSIONS OF INTEREST TO: Michelle Evans at [michellee@hpcentre.on.ca](mailto:michellee@hpcentre.on.ca)

Expressions of interest require the following:

- ✓ cover letter and current resume

\*applicants selected for interview must meet minimum qualifications as specified in the Job Description on the second page.

\*\*HPC reserves the right to distribute hours of service based on the operational needs of the Centre.

Information about services and the Job Descriptions are available on the website – [www.hpcentre.on.ca](http://www.hpcentre.on.ca)



## Clinical Services Support and Admin Support JOB DESCRIPTION

### Position Title:

Clinical Services Support Staff

### Report to Title:

Business Manager

### Location:

Various – Listowel, Huron and Perth

### General Scope

As part of the HPC team, the Clinical Services Support staff will adhere to the Centre's values and philosophies. The Clinical Services Support and Admin Support are responsible for administrative support for management and counseling staff for the centre. Clinical Services Support Staff are front line ambassadors of the centre and are responsible for providing high quality service to clients through reception and intake activities. Areas of responsibility include: administrative functions, general secretarial and reception duties, capturing the initial information from clients and administrative support for analyzing the data.

### Job Duties

#### Administrative

- Performs secretarial and reception duties on site
- Manages inquiries with direction of program or referral that is required to the appropriate direct service staff/CSM by phone or in person
- Initiates intake process with client request for service potentially for all sites
- Monitor children not accompanied by an adult and request assistance from direct service staff as needed
- Provides administrative support to direct service staff in the maintenance of client and records
- Upholds confidentiality practices in all cases
- Oversees all electronic client data for data system (EMHware) for all programs which includes administrative opening, closing of files and designated data entries and supervision of data entries as per procedures
- Ability to use EMHware to create reports and analyze data to support management and direct service staff
- Provides administrative support for the management and counseling staff of the Centre. This would entail taking of minutes potentially for all internal projects and providing the details in an electronic format (Word/PowerPoint).
- Arrange and schedule appointments for the direct service staff, special projects, events and production of promotional material
- Ability to operate, troubleshoot and instruct direct service staff on use of office equipment including computer network and workstations, related software, video, fax and copier
- Able to offer support to direct service staff in use of multi-media
- Maintains basic office supplies inventory by taking inventory and ordering
- Deals with issues specific to facility within defined guidelines provided by Business Manager
- Performs other administrative tasks that are required to support CSM's on a regular (daily) basis

- Trains evening staff and monitors on a regular basis

### **Common Duties**

As an employee of the Centre, you will:

- Participate and contribute to the Centre's teams including staff meetings and other meetings identified by Management
- Engage in ongoing program development that pertains to personal learning, applicable to program/services and the needs of the agency.
- Ensure privacy requirements are met
- Comply with report and documentation expectations of the Centre
- Participate in Centre evaluation practices
- Comply with all Ministry, legislative and accreditation requirements
- Participate in appropriate professional development
- Comply with the Centre's Occupational Health and Safety policies and procedures
- Being aware of and responsible for general housekeeping and security in the office.

### **Other**

- All other duties as assigned

## **Qualifications/Experience and Skills**

- OSSGD required, plus college level certificate in business office administration or equivalent.
- Minimum three years' experience working in administrative support.
- Thorough working knowledge of Microsoft Windows and Office applications and office equipment.
- Strong communication skills (written, oral and interpersonal), organizational, customer service, public relations and time management.
- Ability to maintain confidentiality, be tactful in all dealings, be self-motivated and work effectively within a team or alone.

## **Effort & Working Conditions**

### **Physical Effort and Environment**

- At certain times, the Clinical Services Support may have to work in excess of their normal work week to meet client needs.
- Work is normally performed in an acclimatised office environment. Appropriate workspace is provided to complete tasks.
- External sites may include shared office space in common settings.
- This position is physical as it requires moving of computer equipment, wires and cabling. Work is normally performed in an acclimatised office environment. Appropriate workspace is provided to complete tasks.

### **Mental Effort and Environment**

- Work involves deadlines, interruptions and many distractions. Concentration is required to complete tasks. Accuracy and attention to detail are required.