

Couchiching Family Health Team

Executive Assistant, Administrative Team Lead

(FTE: 1.0, Benefits)

Reports To: **Chief Executive Officer**

Position Summary:

The Family Health Team Executive Assistant will play an integral role in the success of the FHT. The primary function being to assist the Chief Executive Officer, the Director of Clinical Services, and the Director of Operations to achieve the vision, mission and goals of the Couchiching Family Health Team.

Roles and Responsibilities

Responsibilities to Senior Leadership

- Assist the Chief Executive Officer, Director of Clinical Services, and Director of Operations daily as required.
- As requested, prepare reports for the Chief Executive Officer, Director of Clinical Services, and Director of Operations
- Liaise with Primary Care Providers, Managers, Administrative Staff, and Urgent Care Staff regarding internal workings of the FHT
- Draft and deliver quarterly updates/communication packages to PCP's
- Set management meeting agenda, communication with management team requesting agenda topics
- Administrative functions for Clinical Program Team, book meetings, minute taking, draft agenda, etc.
- Book meetings and take minutes as required
- Meet with the Chief Executive Officer, Director of Clinical Services, and Director of Operations to review and make any necessary revisions to policies and procedures
- Arrange meetings, catering, and coordination of provider schedules for all FHT meetings.
- Bi-Annual planning and execution of all staff FHT days
- Keep up to date on current provincial initiatives
Help maintain the flow of the office during busy peak times (i.e.: lunch) (will help if a staffing issue – short staff, sick, vacation time etc.)

Operations and Human Resource Assistant Duties

- Maintaining current records in human resource management system
- Track Continuing Education Benefit requests from IHPs for the Director of Clinical Services
- Responsible for ensuring policies and procedures are sent to the appropriate manager for review and current versions are available
- Responsible for tasks related to recruitment, hiring and on-boarding
- Responsible for authorization and record keeping related to credit card and petty cash
- Support procurement and purchasing processes of office and medical supplies
- Maintain inventory of supplies and
- Assist IT with changes to main-line phone message, website banners/updates etc.
- Assist in the maintenance of any public relations activities for the FHT



Administrative Team Lead Duties

- Conduct chart audits on all administrative staff to ensure tracking of phone calls, missed appointments and professional messages are being documented
- Conduct performance reviews of all administrative staff once every 2 years
- Assist the FHT administrative department with support and program development for designated programs, including chart maintenance, patient appointments, and reception duties
- Responsible for time management of administrative staff, including approving time off requests such as vacation, sick time, and discretionary time

General Duties

- Continually upgrade skills and knowledge to meet the demands of the position
- Work in compliance with Health and Safety laws adhering to safe work practices and procedures established by the CFHT
- Compose material using correct grammar and spelling and produce information by formatting, inputting, editing, retrieving, copying, and transmitting text and data
- Maintain confidentiality in accordance with the Municipal Freedom of Information and Protection of Privacy Act by exercising reasonable care and caution in protecting confidential and sensitive information of clients, their families, employees, and the FHT organization
- Adhere to the policies and procedures of the organization by maintaining current knowledge of policy manuals, reading minutes of meetings and keeping up to date with all FHT initiatives
- Use the most effective and efficient method to deliver services while continuing to improve the quality of same
- Communicate regularly with regional partners
- Keep the Chief Executive Officer informed of any administrative issues that may have a negative effect on our culture, performance, or vision
- Exercise tact and discretion in dealing with patient issues
- Coordinate, generate and oversee the gathering of monthly information for reports to MOH
- Other duties as required

Skills and Specific Job Requirements:

- Computer competency: Windows, all Microsoft Office programs, Microsoft Teams,
- Strong knowledge of EMR system
- Excellent interpersonal skills
- Ability to keep and retain confidential information
- Problem solving and conflict resolution skills
- Proficiency in verbal and written communications
- Demonstrate strong organizational skills with the ability to prioritize and maintain a variety of activities
- Ability to work independently with minimum supervision
- Knowledge of the Family Health Team model an asset



Family Health Team

- Ability to work in fast paced, changeable environment, and be flexible
- High degree of accuracy and attention to detail and internal communications
- Exercises good judgment and shows a willingness to take on new challenges
- Ability to work evenings, if required
- Works well in a team environment and works collaboratively with all team members
- It is a condition of your employment that you receive the necessary vaccinations to protect against infection of COVID-19, or any similar infectious diseases, which may be recommended by governmental and public health authorities from time to time

Education and Experience Requirements:

- Post-Secondary school diploma or degree in office or business administration an asset
- 5+ years' experience at a senior level preferably in a health care setting
- Certificate in medical terminology an asset
- Police Record/Vulnerable Sector Check

Please submit cover letter and resume including position title in subject line to: careers@cfht.ca

May 2023