

Employment

REACH Community Health Centre, Vancouver, BC.

Position: Administrative Assistant

Positions: 1

FTE: 1

Closing Date: April 20th 2018

Established in 1969, REACH is a Community Health Centre with a history of primary care innovation. REACH is dedicated to providing high quality integrated health care in East Vancouver to families and individuals of all ages. We focus on clients with complex social, mental or physical needs. REACH offers a widely respected interdisciplinary approach to care within our medical, dental, pharmacy and multi-cultural outreach programs.

Position Summary

This is a full-time position. The Administrative Assistant is accountable to the Executive Director.

Responsibilities

Clinical

1. Receives medical legal packages and invoices, and payments for the physicians, and tracks accounts receivable.
2. Provides administrative support to the physicians such as word processing, copying, scanning and faxing.
3. When needed, ensures that physicians and other members of the clinical team have adequate office and related supplies.
4. Provides orientation information to new physicians and locums.

Board of Directors

1. Prepares all meeting packages and Executive Director Reports. Collects and collates all information necessary for Board members at the regular meetings.
2. Maintains Board of Directors and sub-committee minutes in a centralized system.
3. Maintains comprehensive records on Board members such as bios, terms, contact lists, etc.
4. Provides administrative support to the Board such as AGM notification, meeting reminders, Board recruitment, maintenance of orientation binders, by-laws and incorporation papers, and other such documents.
5. Works with the Executive Director, President and Treasurer to provide Board-related information for the annual report.
6. Assists in the preparation and organization of Board of Directors information for the centre's AGM (i.e. terms, recruitment packages, etc.).

7. Is responsible for taking minutes at all Board meetings and presenting drafts to the ED and the Executive of the Board.

Administrative

1. Provides administrative support to the Executive Director and the department in her/his absence.
2. Assists the Financial Coordinator in preparing and completing the weekly bank deposits and maintaining petty cash ledger.
3. Participates as an equal member of the administrative team and adjusts workload and tasks when other members are on vacation.
4. Drafts and prepares all contracts and letters of employment for all departments. Prepares hiring packages for all new personnel and volunteers.
5. Assists in managing ingoing and outgoing mail and correspondence from the Board of Directors, and the administration department and all other departments on an ad hoc basis.
6. Performs other related duties and tasks as assigned by the Executive Director from time to time.
7. Maintains all corporate registries filings, business licenses and permits.
8. Maintains records and retrievals of long term storage.
9. Assists Financial Coordinator in Audit preparation.
10. Assists in planning staff events and staff development events.
11. Assists the Outreach Coordinator as necessary in handling and directing patient and client complaints.
12. Maintains paper and e-filing.
13. Maintains the Executive Director's calendar.
14. Responsible for managing the Executive Directors email correspondence, screening requests and inquiries, making a determination on the importance/urgency of the request, providing a response and/or forwarding to other staff.
15. Maintains the membership ledger, enters all members and donations into Giftworks

Contribution to team and centre activities:

1. Listens actively in staff meetings and board committees.
2. Participates in the overall activities of the health centre (e.g. in service training, committees, special events, and shared staff responsibilities etc.).
3. Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, and displays sensitivity to others.
4. Collaborates well with others and promotes cooperation and teamwork.
5. Participates in REACH's commitment to becoming a discrimination-free and inclusive health centre that promotes health and well-being.
6. Maintains the reputation and confidentiality of the health centre and its clients at all times.
7. Adheres to all applicable REACH policies and procedures.

Qualifications & Skills

- Two years post secondary training in administration and/or communications, or a related field or a combination of related work experience.
- A minimum of three years in a similar position preferably in non-profit in the community health or social services sector or an equivalent combination of experience.
- Proficient in the use of computers and various software applications including Word, Excel, and PowerPoint.
- Ability to work independently and collaborate effectively in a team environment.
- Excellent communication skills along with the ability to prioritize and multi-task.
- Knowledge of GiftWorks is an asset.
- Knowledge of medical terminology, insurance forms, and medical office procedures and systems is an asset.