



HIV/AIDS COMMUNITY RESOURCES AND HEALTH

Administrative Assistant

Permanent Part-Time

Position: Administrative Assistant **Position Type:** Permanent Part-time (15 hours/wk)
Job Region: Wellington, Waterloo **Location(s):** Guelph
Experience: 1+ years **Last Updated:** June 22nd, 2022

Position Summary

Provide administrative support to all clinic staff in the area of office practices and procedures. Duties include scheduling of appointments, reception, and clerical duties.

Reception:

- Provide telephone and reception duties including welcoming patients, basic triage of appointment urgency, schedule appointments, rebooking appointments in case of cancellation, redirecting calls and questions to the appropriate staff member, taking detailed information when redirecting messages, calling clients with referral appointments, appointment reminders.

Administration:

- Data entry using Telus Practical Solutions, OCASE, and ensuring office supplies are adequate as well as brochures, pamphlets, assisting with filling of rooms, taking weights and blood pressure values when a nurse is occupied.

Clerical:

- Organization of the office, file maintenance, ensuring confidentiality of chart contents, typing of reports and correspondence, mail distribution, faxing of prescriptions, doctor's schedules etc., scanning reports into EMR

Intake:

- Recognition, screening and receiving of referrals, includes chart preparation and scheduling of initial interviews.
- Adhere to PHIPPA Policies, Procedures and Protocols.

Alternate:

- Stock exam rooms with necessary materials (gowns, drapes, gloves, tests etc.)
- Drop off and pick up of laundry
- Collaborate with support staff to provide information necessary for translation services and transportation.



- Complete ARCH's mandatory training on Health and Safety Training for Ontario Workers, Accessibility for Ontarians with Disabilities (AODA), Prevention of Workplace Violence and Harassment.

Working Environment

- Primarily works in a well-lit & ventilated/heated/cooled clinic.
- High traffic area with medium noise level and multiple interruptions.
- 50% client/ 1:1 and telephone interaction, 50% desk, frequent change of position
- Some travel by car is required.
- Minimal physical effort required.
- Workday comprises roughly 30/70% amounts of standing/sitting, with frequent changes in position.
- Occasional exposure to highly emotional or volatile patients.
- Regularly need to communicate clearly with patients who do not understand English. This creates pressure to both understand & be understood (often through a translator), with potentially serious outcomes for failure to do either.

Other:

- Actively participate in the Executive Director's performance appraisal
- Participates on teams and external committees to communicate information, resolve problems, and achieve the goals of the organization and of the funded program
- Complies with organizational policies and procedures
- Perform other tasks as assigned by the Administrative Assistant Lead

Qualifications:

- Education and/or experience in office administration/reception
- Excellent word processing and computer skills
- Experience using an Electronic Medical record
- Ability to handle difficult clients/situations with maturity and sound judgment
- Strong organizational and administrative skills
- Strong community and interpersonal skills
- Strong crisis intervention skills
- Committed to anti-oppressive principles and practices

Rate of Pay:

- \$17.40/hour, 15 hours/week
- Because this position is a part-time position, the worker will not qualify for ARCH's insurance benefit program.
- Part-time regular employees, relief, and temporary employees are paid vacation pay at the rate of 4% of gross earnings—which is included in each pay.



Accountability

- The Administrative Assistant reports to the Administrative Assistant Lead.
- All agency staff are expected to accept and adhere to the HIV/AIDS Resources and Community Health's Mission Statement, Goals & Objectives and Operating Policies.

How to Apply:

ARCH is a non-profit, community-based agency that offers a dynamic and supportive environment with a creative and committed team of staff, peers and volunteers and an opportunity to contribute in a meaningful way to our community. Residing on unceded ancestral and treaty lands of the Mississaugas of the Credit First Nation of the Anishnawbek Peoples, we strive to honour the treaties and support and listen to the original peoples of this land in all we do. We are an equal opportunity employer committed to embracing diversity, and are opposed to practices which discriminate on basis of race, class, ethnicity, gender, sexual orientation, religion, dis/ability, age, or nationality. We are especially interested in hiring workers who reflect the communities we serve through their lived experience.* We encourage all interested individuals to apply.

*People with lived experience, within ARCH, refers to individuals who have experienced situations similar to those faced by the communities the agencies serve, such as people living with HIV, people who use or who have a history of substance use, 2SLGBTQIA+ people, and the countless others reflected in our programs and services.

To apply for the role of **Administrative Assistant**, please send an email to **Nancy Bird, Interim Executive Director** at careers@archguelph.ca with your resume and cover letter attached as a Word Document, .DOC, and/or .PDF file and the subject line reading "**Administrative Assistant Position**". If email is not an accessible format to send in your resume and cover letter, please feel free to call so appropriate arrangements can be made; this will be the only acceptance for phone calls. Please do not call to inquire if you were a successful applicant. We will contact you via the email used to send in your resume or the phone number specified on your resume to notify you of being a successful applicant and for scheduling an interview. **Applications will be accepted until the deadline of Monday, July 4th at 5:00pm.**

A **resume** should include applicable information about an applicant including: full name (first and last), email, phone number, mailing address, any qualifications, past educational experiences (schools [high schools, colleges, universities...], training [CPR, harm reduction, anti-oppressive practice], workshops, etc.), and past volunteer experiences; all contact information provided within a resume will be assumed that it is appropriate to email, call, and leave voice messages. A **cover letter** should include information about additional experience related to the position, and pose why the position is of interest to you as an individual; state your case.