



## **POSTION DESCRIPTION**

**POSITION TITLE:** Administrative Support

**RESPONSIBLE TO:** Chief Operating Officer

### **GENERAL ACCOUNTABILITES:**

*The Administrative Support serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Administrative Support is an essential member of the client-centred health professional Team. The Administrative Support will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non-traditional and innovative approaches to service delivery within the broad determinants of health framework.*

### **SUMMARY OF FUNCTION:**

The Administrative Support will enhance clinical care and service by providing logistical and administrative support for primary care and allied healthcare teams, ensuring accuracy in entering records into databases. Additionally, Administrative Support will provide excellent support to clients through timely scheduling and appropriate triaging of client needs at reception via telephone or personal contact. With a warm and welcoming approach, the Administrative Support will utilize their fullest scope of practice in a health care setting.

### **SPECIFIC ACCOUNTABILITIES:**

1. Work closely with the reception team to ensure that reception has adequate coverage; as needed, provide reception functions, during day or evening office hours; warmly receiving and greeting visitors and clients and ensuring they are registered for their appointment and/or directed appropriately.
2. Providing administrative support to staff, including data entry, facilitating requests for client charts, registering clients and tracking data, uploading electronic client documents, scanning and uploading paper documents as needed, into the appropriate client Electronic Medical Record (EMR), ensuring the document is electronically entered into the correct section of the medical record.
3. Maintain updated client health equity information, including: connecting with clients to verify existing information that exists in the client record, obtaining any updated information and entering the updated health equity information into the EMR.
4. Contact clients to remind them of their appointments or to inform them of the need to reschedule their appointment.
5. Provide support for outgoing and incoming referrals, as needed, and support the registration of new clients, ensuring that all extended demographic fields are complete in registration forms and entered correctly into the EMR
6. Ensure that all client information is updated in the EMR at each visit, including Health Card and/or Federal Health information, contact information and relevant demographics.
7. Schedule client appointments, including support for scheduling external referrals with specialists and diagnostic tests as appropriate.
8. Foster an enthusiastic team spirit through nurturing positive relationships among staff.
9. Other duties may be assigned.

## **QUALIFICATIONS:**

1. College diploma or equivalent of High School diploma plus experience working in a health care setting performing similar duties.
2. Demonstrated ability to be flexible and adaptable.
3. Possess excellent assessment, organizational and problem-solving skills.
4. Excellent communication and interpersonal skills.
5. Enthusiasm to serve a diverse community.
6. Proficiency in other languages an asset.
7. Previous Telus PSS experience an asset.
8. Proficiency in the use of personal computers and software including Office 365, Microsoft Word and Excel.

Revised: May 2026