**Job Description: Administrative Support/Office Clerk**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **PURPOSE/OBJECTIVE**

To provide standardized role descriptions of responsibilities. This position provides administrative support, reception services, and performs clerical tasks as part of the administrative team.

**2.0 JOB SUMMARY:**

The **Administrative Support/Office Clerk** is responsible for general clerical, data entry and reception duties. The Administrative Support/Office Clerk works closely with [patients/residents/clients], families and employees of [Organization’s Name] spanning the continuum of care while adhering to [Organization’s Name] policies, process, safe work practices and procedures.

**3.0. FUNCTION:**

As an Administrative Support/Office Clerk you play a key role in providing safe, quality person centered care while as part of a team while reflecting the shared vision and values of [Organization’s Name] in accordance with [legislation/ regulations/applicable standards].

**4.0 EDUCATION/MINIMUM REQUIRMENTS:**

List the qualifications or minimum requirement as required for you organization and/or minimum timeframes if required such as:

* High School diploma or equivalent.

**5.0 SKILLS/KNOWLEDGE**

List the skills and knowledge as required for your organization such as:

* Current Basic Cardiac Life Support
* First Aid certification
* Experience working with seniors in the community health services setting
* Knowledge of Microsoft Office [Word, Excel, PowerPoint, E-mail].
* Strong written and oral communication skills
* Ability to read, write and communicate in English
* Able to organize and manage files, tasks, schedules, and information
* Able to multitask, prioritize, and manage time efficiently.
* Ability to effectively work independently and within a team.

**6.0 PHYSICAL REQUIREMENTS**

* Ability to meet the physical requirements including:
  + Lifting up to maximum 15 lbs
  + Carrying/transporting objects up to maximum 15lbs
  + Bending, crouching, kneeling, reaching, stretching
  + Pushing and pulling up to maximum 50 lbs
  + Sitting for prolonged period of time
  + Frequent walking covering long distances

**7.0. DUTIES AND RESPONSIBILITIES:**

List the duties and responsibilities required for your organization in this role such as:

* Greet all visitors to [Organization’s Name] and direct all visitors to appropriate area, if required.
* Handle incoming calls, voice messages and other communications.
* Assist in organizing transportation for [patient/client/resident].
* Sort and organize incoming mail on a daily basis.
* Prepare and organize packages and/or mail and arrange for courier pick up.
* Assist with planning and scheduling for meeting rooms and bookings.
* Record information as needed i.e. logs and record books.
* Provide administrative support as required.
* Filing and file maintenance.
* Process invoices and cheques.
* Organizing [Organization’s Name] tours and scheduling appointments.
* Maintain office supply inventory.
* Update paperwork, maintaining documents and word processing.
* Organize and maintain office common areas.
* Maintain office equipment including changing toner on printer/photocopier.
* Assist residents' move-ins and transfers.
* Observe and report on changes in [patient/resident/client] condition(s)/behaviours to appropriate individual(s) [list role within your organization].
* Maintain [patient/client/resident] confidential information.
* Respond to [patient/client/resident] and family, caregiver concerns and ensure appropriate action taken within decision making authority and or concern communicated to appropriate individuals [list role within your organization].
* Attend staff meetings as required and attend in services to develop knowledge and skills.
* Complete other duties as assigned.

**8.0. SAFETY RESPONSIBILITES**:

**List the safety responsibilities required for your organization in this role such as:**

* Comply with [Organization’s Name] Health and Safety policies and procedures, safe work practices and requirements of the Alberta Occupational Health and Safety Legislation.
* Take reasonable care to work safely and carry out duties as to not cause accidental injury to themselves, fellow employees or the general public.
* Immediately report all injuries, near misses or potential hazards to direct supervisor or alternate as appropriate.
* Aware of emergency response responsibilities and respond appropriately for role.
* Ensure all personal safety equipment (PPE) is being used properly; maintained and report defective or missing PPE to direct supervisor or alternate as appropriate.
* Meets infection prevention and control requirements by adhering to infection control guidelines and practices and procedures and additional precautions when required.
* Handle and dispose of hazardous materials according to WHMIS and organizational policies and guidelines.
* Seek, offer and accept assistance when required.
* Use equipment and supplies according to established standards and procedures.
* Refrain from or participate in workplace harassment and/or violence
* Maintain and promote a safe working environment at all times.
* Awareness of role and participating in any emergency response and/or drills.

**9.0** **OCCUPATIONAL JOB HAZARDS**

**List the occupational job hazards (ensure that high hazards are included) for this role such as:**

* Transporting of carts and dollies can cause overexertion and exposure to pinch points which may result in strains, sprains or falls, and fingers or crushed limbs or hand.
* Obstructions in walkways, including cables, boxes, crates, bins, equipment can result in trips.
* Working with employees, [patients/clients/residents] and in common areas may result in exposure to bacteria, fungi, viruses, bodily fluid increasing risk of acquiring illness and/or infection.
* Exposure to chemicals which could result in skin reactions or respiratory illness.
* Exposure to Electrical equipment, cords and outlets in common areas and [patients/residents/clients’] [units/suites/rooms] increase risk of exposure to burns and electrical shock.
* Sitting for prolonged periods of time, repetitive manual tasks, bending and reaching can increase forces on muscles and tendons contributing to fatigue or musculoskeletal strain.

**10.0. INTERNAL TRAINING REQUIRED:**

**The following training will be required and provided to any potential employee as part of orientation and on-going training.**

[List any additional training that your organization would be providing as a requirement for the position] Examples could include the following:

* General Orientation
* WHIMIS
* [Organization’s Name] **Administrative Support/Office Clerk** orientation program; including # of supervised shifts
* Site Specific training