

## JOB POSTING

Home and Community Care Support Services North West is one of the province's 14 Local Health Integration Networks (now operating as Home Care and Community Support Services) with a focused mandate to deliver local health care services such as home and community care and long-term care home placement. Home and Community Care Support Services is dedicated to ensuring the ongoing delivery of local services while Ontario makes changes to improve the health care system to give patients better connected care with health care providers working toward being coordinated in Ontario Health Teams.

**JOB TITLE:** Administrative Assistant  
**TERM:** Temporary Full-Time (Approx. 10 Months)  
**REPORTS TO:** Manager of Community Care  
**DIVISION / DEPARTMENT:** Home and Community Care  
**LOCATION:** Thunder Bay, Ontario

### POSITION SUMMARY

Reporting to the Manager of Home and Community Care, the administrative assistant is responsible for managing the clerical activities that support the work of the Manager(s) of the Home and Community Care department. Provides a wide range of administrative support and clerical duties to support leadership in their functional areas. This includes dealing with highly confidential information. Must act and operate in an independent fashion and take initiative to ensure that matters are dealt with in an efficient and professional manner by responding on behalf of the Manager(s) on routine and non-routine inquiries. Part of a support team providing administrative assistance to the Executive Management Team as well backing up one another.

### KEY RESPONSIBILITIES

- Performs a wide variety of administrative duties as required by the director.
- Manages office logistics for meetings, event planning, including invitations, minute taking, location set up, catering requirements or teleconference support.
- Supports preparation of documents and reports as required by the team.
- Researches and analyzes routine administrative projects; prepares first draft reports on routine administrative matters. Prepares final copy based on changes provided to meet Home and Community Care Support Services presentation standards.
- Receives and directs incoming telephone calls, mail and e-mail messages as required.

- Makes travel arrangements as required.
- Maintains team appointment schedules, and calendars and supports team to maintain common systems or databases.
- Manages data, report preparation, collating of information for specific projects and management teams.
- Serves as a frontline point of contact for Health Service Providers, stakeholders and community partners.
- Provides administrative support to others as required and available.
- Other duties as assigned.

## **QUALIFICATIONS/SKILLS**

### **Education**

- Post-secondary education in office administration or related field combined with a minimum of two (2) years' experience in an administrative assistant role.

### **Experience**

- Proficiency with PC-based hardware/software and inter/intranets.
- Ability to perform complex office administrative work requiring the use of independent judgment.
- Ability to analyze and resolve office administrative and procedural problems, interpret policies and procedures.
- Excellent communication skills to effectively communicate with all staff at all levels including the general public.
- Excellent time management skills and ability to prioritize multiple, often conflicting demands within a tight timeline.

### **Administrative and General Skills and Attributes:**

- Excellent computer/keyboarding skills in Microsoft applications – Word, Excel, Outlook, Power Point.
- Knowledge of using printer, fax machines, copiers.
- Strong ability to meet deadlines and set priorities.
- Strong verbal and written communication skills in English.
- Demonstrates proactivity and effective problem-solving.

- Ability to use tact, diplomacy and persuasion in following up on outstanding items with other directors or managers.
- Ability to maintain confidentiality at all times demonstrating use of discretion and sound judgment.
- Solid effective listening and facilitation skills
- Ability to communicate in French or another language an asset

**POSTING DATE:** October 31, 2022  
**CLOSING DATE:** November 11, 2022 at 4:30 p.m.  
**COMPETITION NUMBER:** NW22-69  
**VACANCY:** Temporary Full-Time

Interested candidates are asked to submit their application by email, quoting competition number, to:

**Human Resources, Home and Community Care Support Services North West**  
[nw-hr@hccontario.ca](mailto:nw-hr@hccontario.ca)

Home and Community Care Support Services values the health and safety of its employees and is committed to the prevention of COVID-19 exposure and transmission of infection to employees, patients, caregivers, volunteers, visitors and residents. As a requirement of Home and Community Care Support Services Mandatory COVID-19 Vaccination Policy, all employees must be considered fully vaccinated for COVID-19.

The HCCSS is an equal opportunities employer and welcomes applications from all suitable qualified persons. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

***DISPONIBLE EN FRANCAIS***