POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: PROGRAM ASSISTANT
DEPARTMENT: Queen's Family Health Team – Belleville Site
POSITION NUMBER: 00501088
GRADE: 4 EFFECTIVE DATE: August 22, 2013

Within the Department of Family Medicine, the Queen's Family Health Team (QFHT), Belleville site provides primary health services to rostered patients while modeling safe, efficient and collaborative clinical processes to the Family Medicine residents in the Belleville/Quinte site. Reporting to the Program Manager, the incumbent is responsible for providing seamless support to our health care team and the patients we serve.

The incumbent will work collaboratively with family physicians, medical residents and other members of the health care team to support the efficient flow of day-to day-operations of the clinic.

KEY RESPONSIBILITIES:

- Supports various programs through design, start up, delivery and evaluation. Assists with marketing and communication of programs to patients.
- Communicates effectively with physicians, residents/learners, staff, patients and external offices/agencies. This contact may be in person, via telephone, email or mail.
- Provides front-line problem-solving and assists in maintaining a safe and efficient clinic flow.
- Upon direction from clinic team members, schedules appointments with internal QFHT providers. Books appointments with the appropriate provider in the appropriate timeframe and works to ensure continuity of care between patients and providers.
- Performs administrative duties such as answering the phone, directing inquiries, sorting and distributing incoming mail, preparing outgoing mail, photocopying/faxing, receiving courier deliveries, distributing and retrieving information, updating and maintaining file system.
- Greets and directs patients in an efficient and professional manner.
- Participates in relevant committees and working groups.
- Undertakes other duties as required in support of the Queen's Family Health Team, including providing support for program administration, resident training, and data management.

REQUIRED QUALIFICATIONS:

- Certificate or diploma in Office Administration or related post-secondary education.
- Experience in a clinical setting, such as outpatient clinics, physician office, community health centre considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Strong interpersonal and communication skills (both verbal and written) and ability to work in a team environment.
- Attention to detail and accuracy, organizational and time-management skills, and ability to maintain focus despite frequent interruptions.
- Knowledge of electronic medical records, scanning, uploading documents, managing appointment scheduling, email and internet search methods.
- Service-oriented perspective. Contributes to a well organized and positive working environment.
- Proven ability to organize and establish priorities in a self-directed manner.
- High degree of proficiency with Microsoft Office (Word/Excel/Outlook/PowerPoint).
- Demonstrated experience in project management.
- Ability to work independently as well as in a multidisciplinary setting.
- Ability to work discreetly with confidential information.
- Maintains privacy, confidentiality, and security of patient information.
- Uses resources effectively and maintains a safe working environment.

DECISION MAKING:

- Prioritize work to ensure completion of duties consistent with time management.
- Decide how to distribute information, what method to use, and to whom to send it (I.e. know when to consult appropriately with other members of the health care team).
- Identify opportunities for process and safety improvements and notify appropriate clinic staff.
- Respond to general inquiries and make decisions to redirect or refer to other clinic staff if necessary.

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate