



Employment Opportunity

Position Title: Administrative Support Lead Classification: Admin Support 4	Position Number: 2019-17
Department: Home Support Location: 2723 Quadra Street, Victoria BC	Days/Hours of Work: Monday – Friday, 8:30am – 4:30pm, 37.5 hours per week
Remuneration: \$20.82 – \$22.77 per hour, plus benefits package (rate is effective February 16, 2019)	Status: Regular, Full time Posting Period: February 11-25, 2019
Start Date: As soon as possible	Union: BCGEU

JOB SUMMARY:

Beacon Community Services is an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services, including being Island Health Authority's sole provider of home support care in greater Victoria and the outer Gulf Islands.

Reporting to the Home Support Manager, the Administrative Lead supports the administrative staff within the Home Support department. The Administrative Lead supports the daily operations of the Home Support program including call visit verification (Hestia) and Reception teams to improve performance, provide exceptional customer service, maintain client record and gathering/analyzing data. The Administrative Lead acts as a "coach" or "facilitator" to the administrative team as they work towards self-management.

We offer the successful candidate a rewarding, stimulating professional environment, competitive salary and benefits, and the opportunity to support work that helps people and improves lives in a beautiful, internationally-renowned, small city known for its mild climate and the quality of its many cultural and outdoor activities.

DUTIES AND RESPONSIBILITIES:

- Primary responsibility is maintenance of the client record file system. Received and directs the filing of documentation (ie. active, discharged and terminated).
- Performs administrative duties for the Home Support program and/or unit, updating and maintaining client records for accuracy, screening and prioritizing incoming materials, managing schedules, and composing correspondence.
- Processes SSRIs and Allergy sheets in Procura and updating the Nursing Intakes planner.

Managing the Nursing Intakes Planner for accuracy and to ensure there are no duplications in Initial Visits and other sub headings. Source of reference for LPNs and Schedulers regarding processes and policies.

- Prepares for Welcome Calls and maintaining the “process” – gathering data prior to calling, ensuring all follow-up occurs (nursing, scheduling, billing, and management), managing/maintaining and updating the statistical spreadsheet, and identifying any gaps or need for improvement.
- Performs administrative duties such as pulling client information, maintaining client information, updating manuals, using software applications such as word processing, spreadsheets, graphics, and databases. Proofreads documents as required. Receives and directs the filing of documentation (i.e., active, discharged and terminated). Follows up with tasks on Scheduling software that is not complete and directing to appropriate teams or individual for follow-up.
- Supporting Home Support by maintaining rotation of all nursing staff, including processing approved shift changes and day-to-day changes, and informing LPN managers of areas of need.
- Participating in working groups, special projects and committees as needed.
- Supervises a small number of staff by performing duties such as assigning work, providing feedback and providing input into performance evaluations, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records.
- Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
- Provides input into the development and evaluation of program policies, procedures, and standards.
- Answers inquiries and addresses issues by telephone and in person from a variety of sources such as clients, staff, and the general public.
- Gathers and compiles information as required, such as client information and statistics. Researches, organizes, and summarizes information for reports. Arranges to track down missing client information or client documentation (ex, missing SSRIs, allergy sheets)
- Performs other related duties as assigned. Travel in our service area may be required.

QUALIFICATIONS:

- Administrative or business certificate, diploma or degree from a recognized college or university
- 3 years recent and related administrative and supervisory experience; or equivalent combination of education, training and experience.
- Knowledge of health records and privacy legislation

- Experience working with a Healthcare setting and with Procura would be an asset
- Proficiency with operating a variety of office equipment
- Experience working with software including Microsoft Office programs - Word, Outlook, Power Point and Excel
- WHMIS certification
- Clear Police Criminal Records Check
- Clear Solicitor General Criminal Record Check

KNOWLEDGE, SKILLS AND ABILITIES:

- Maintain confidentiality.
- Ability to communicate effectively, both verbally and in writing and in a professional manner.
- Ability to adjust to changing and competing priorities
- Critical thinking and conflict resolution skill
- Ability to work independently with initiative and good judgement
- Physical ability to carry out the duties of the position
- Ability to work independently and effectively with others
- Ability to operate related office and computer equipment
- Strong keyboarding skills (60 wpm)
- Ability to do general financial calculations
- Ability to evaluate and monitor administrative systems and procedures with a mind to continuous improvement

WE LIVE SAFETY!

The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

APPLICATIONS:

All interested applicants can [Apply Now!](#) quoting the position vacancy number 2019-17. Please note only those applicants who are selected to continue in the recruitment process will be contacted.