

## EMPLOYMENT OPPORTUNITY

<b>Position Title:</b> Administrative Support 1	<b>Position Number:</b> 2019-80
<b>Department:</b> Home Support Services, <b>Location:</b> 2723 Quadra Street, Victoria BC	<b>Days/Hours of Work:</b> Various hours available.
<b>Remuneration:</b> \$18.23 per hours, plus 9.6% in lieu of benefits	<b>Posting Period:</b> Until filled
<b>Start Date:</b> As soon as possible	<b>Status:</b> Casual <b>Union:</b> BCGEU

***Please note:*** Island Health will become the employer for this position and its successful incumbent as of November 1, 2019. For more information, please refer to the following link: <https://beaconcs.ca/services-programs/health-care-home-support/home-support-program/>

### JOB SUMMARY:

We are 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. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the Scheduling Manager, the Administrative Support 1 joins a large team who contribute to the organizations' delivery of compassionate, efficient, and quality Home Support care providing the initial contact to Beacon Community Services Quadra office. The Receptionist is responsible for answering and directing all incoming calls on a multi-line phone system as well as greeting guests and visitors to the office.

### DUTIES AND RESPONSIBILITIES:

#### Reception Clerk

- Operates one of two multi-line telephone consoles in a fast paced environment
- Receives and distributes all incoming mail, faxes and supplies
- Manages all in/out courier package requirements for entire office staff
- Assists Community Health Worker's visiting the office with tasks such as: filling out forms, photocopying, and using the CHW designated computers
- Provides support to the HS department by performing various tasks required in maintaining booklets and binders used in home care i.e.: labelling, assembling, filing of client information
- Responds to public inquiries about general Beacon Community Services information
- Greets, assists and directs visitors attending the office to their appointment or meetings
- Assists Home Support Scheduling Staff with answering Community Health Worker questions pertaining to client schedules

- Ensures office equipment is functioning and properly stocked daily
- Performs other related duties as required

### **Hestia Clerk**

- Monitors visit verification system for staff checking in and out of visits
- Follows up on visit anomalies and completes documentation as per Beacon processes
- Generates and prints visit verification reports as required
- Performs general record management duties such as assembling files, assigning file numbers/names, preparing file folders, and filing staff and client files and distributing documents and files
- Maintains CHW and client files: to file, retrieve and forward health records for a variety of purposes and other requests in accordance with established policies, procedures and guidelines regarding information release
- Relieves receptionist for daily break periods and vacations
- Receives and restocks gloves
- Assembles first aid kits
- Photocopies and restocks forms
- Restocks CHW room with supplies.
- Performs other administration related duties as assigned

### **QUALIFICATIONS/REQUIREMENTS:**

- High School – Grade 12 diploma
- Recent related experience for a period of six months
- Equivalent combination of education and experience will be considered
- WHMIS Certification (to be renewed every 2 years)
- Clear Solicitor General Criminal Record Check
- Able to effectively use a computer and electronic devices
- Access to a computer and access to the internet

### **KNOWLEDGE/SKILLS:**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to maintain confidentiality
- Knowledge of general office procedures
- Ability to multi-task in a fast paced environment
- Ability to type at 40 wpm
- Knowledge of Procura is an asset
- Skilled in the use of computers, the internet and electronic devices

**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 2019-80. Please note only those applicants who are selected to continue in the recruitment process will be contacted.