



Woodbine Family Health Team is a dynamic team of professionals including 5 Family Physicians, Dietitian, Pharmacist, Registered Nurse, Mental Health Counsellor and administrative support.

We are currently looking for a Full Time Lead Administrative Assistant to work with our team. Reporting to the Executive Director you will be involved in managing the front desk administrative staff and day to day clinic operations.

Full and detailed job description is included for your reference.

Please forward your most recent resume with a cover letter by Friday, August 4th, 2023

Suzy Domanj
Executive Director
domanjs@woodbinefht.ca or fax to 416-342-5148

Thank you for all who apply. Only applicants selected for an interview will be contacted.



Job Description

Woodbine Family Health Team—Staff Job Description

Title: Lead Administrative Assistant
Reports to: Executive Director

POSITION SUMMARY

Under the auspices of the Family Health team, manages the development and delivery of administration and management of day to day operations; specifically the front desk reception. Provides support to the Executive Director to ensure the effective functioning of the multi-discipline team. When delegated, acts as the primary contact with suppliers and contractors.

QUALIFICATIONS

- Knowledge of health administrative practices, computer systems and applications.
- Proven ability to lead, manage and motivate staff
- Demonstrated ability to develop and maintain effective and positive working relationships with physicians, staff, health care providers, FHO and community partners
- Demonstrated negotiating, decision-making, problem-solving, analytical, interpersonal, oral and written communication skills
- Knowledge and experience working with Microsoft Office Suite and Practice Solutions

POSITION RESPONSIBILITIES

Strategic Planning

- Contributes suggestions and ideas towards the FHT's development of short and long-range business, operational and financial planning, systems and processes e.g. strategic plan, annual reports, annual audit, policies & procedures and risk management plan
- Plays a leadership role with the Executive Director in the development, coordination and implementation of contingency planning in the event of disruption to clinic operations, including, response to event and alternate service delivery
- Promotes educational opportunities for skills development of administrative employees and physicians



Finance

- Responsible for financial controllership by developing, implementing and maintaining financial procedures, standards, tracking/monitoring mechanisms and practices according to GAAP principles in specific delegated areas
- Ensures expenses are applied to approved allocated accounts and are properly recorded.
- Responsible for all banking activities including bank deposits
- Assists the Executive Director in the development, implementation and control of the operating budget and in monitoring (including reports) current year expenditures
- Coordinates aspects of revenue collection from FHO, Pharmacy and other contractors

Payroll

- Ensures correct employee hours and the correct employee hourly salary rates are reported for the payroll pay period
- Responsible for the distribution of the employee payroll remittances every two weeks
- Ensures adequate funds are in the bank to cover the bi-weekly payroll run by ensuring the correct amounts are withdrawn from the physician bank account to cover payroll costs
- Responsible for the annual distribution of T4s to current and terminated employees

Human Resources

- Supports the Executive Director's HR leadership and management of staff with specific responsibility and supervision of the administrative team
- Oversees the administrative team including hiring, training and supporting employees, assigning responsibility, establishing performance standards/measures, conducting performance reviews, establishing wage/salary scales. Conducting probationary and annual performance reviews
- Coordinates orientation and training for new/existing physicians, staff and health care professionals on areas of office administration
- Facilitates a team approach to patient care/service delivery
- Handles administrative employee issues, acts as liaison between staff and the physicians
- Plans and coordinates daily work assignments and schedules for the administrative staff; including vacation scheduling and resolves any scheduling conflicts; ensures adequate coverage during physician and staff absences
- Records all staff vacation schedules
- For allied and administrative staff manages weekly time sheets (if applicable and delegated) ; tabulating and recording any time related staff issues as well as absenteeism due to illness, vacation or other



- Informs the Executive Director that work being performed by the admin staff is accurately described in a job descriptions, lists of roles & responsibilities and daily tasks and that these are reviewed and updated every twenty-four months or when significant change occurs to clinic operations
- Maintains up to date emergency contact information for all staff and updates annually
- Responsible for employee confidentiality agreements, maintenance of personnel files

Administration

- Manages general administration and accommodation services
- Monitors the effectiveness of administrative procedures to meet operational needs and initiates discussions to recommend process improvements
- Makes recommendations and assists the Executive Director in the development and implementation of cost-effective administrative policies, procedures, systems and practices
- Assists the Executive Director in coordination of space utilization to ensure optimal use of existing space
- Oversees records management activities, including filing systems and archiving requirement. If delegated, analyses existing file management processes and implements procedures to improve file/record management systems

Procurement

- Develops and implements purchasing procedures that include appropriate levels of approval and control of expenditures
- Ensures vendor invoices are reviewed for accuracy and adherence to contract terms and conditions
- Ensures appropriate levels of medical and office supplies are in place to avoid disruption to patient care or clinic operations

Communications

- Supports the designated Privacy officer with the identification, implementation and maintenance of the FHT's information privacy policies and procedures, to ensure compliance with federal privacy legislation, Personal Information Protection and Electronic Documents Act "PIPEDA" and provincial privacy legislation Personal Health Information Protection Act, 2004 "PHIPA". Performs initial and periodic information privacy risk assessments and conducts related ongoing compliance monitoring activities
- Establishes regular (at least once a month) admin staff meetings; chairs or (delegates the chairperson's duties) the meetings, sets the agenda; posts minutes within three business days on the shared drive and ensures action items are completed
- Acts as the liaison between Administrative staff & students with allied staff and FHO members



- Facilitates intra-office communication between front desk staff and students including but not limited to patient relations, complaints and scheduling
- Responsible for ensuring the telephone system is properly maintained and continues to meet the operational needs of the Practice

General

- Performs other duties as assigned.

WORKING CONDITIONS

- Up to 40 hours per week, between 9am and 8 pm with flexibility (40 hours include 1 hour daily unpaid break)
- Work with staff, volunteers, students, and members of the community from a variety of educational backgrounds and approaches

Note: The above is intended to describe the general nature of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities associated with this role. Lead Administrative Assistant may be assigned other related duties in consultation with the Executive Director.