

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HEALTHY FAMILIES DIVISION – CHILD & ADOLESCENT SERVICES – LOCATION - ????)

CHILD & ADOLESCENT SECRETARY – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Program Manager, Child & Adolescent Services perform confidential secretarial and clerical duties associated with the operations of Child and Adolescent Services section.

GENERAL DUTIES

Type, word process and compose correspondence, agendas, minutes and reports of a general, confidential and clinical nature.

Track clinical files for team members such as distributing new cases to clinicians, booking appointments, transferring cases to treatment programs, collecting case information and following up on cases to be reviewed.

Maintain office filing system such as confidential client and correspondence files.

Prepares cheque and payment requisitions, request for invoices, purchase order requisitions, education and training paperwork, procurement card distributions, petty cash reimbursements, bank deposits for approval and processing.

Processes invoices, conferences and travel forms, education and training paperwork, cheque requisitions, request for invoices, petty cash reimbursements, bank deposits, purchase order requisitions, Ministry billings and procurement card purchases. Maintains and reports attendance for programs. Tracks payments, orders and inventory management of safe contents.

Compile statistics and reports such as caseloads and referrals.

Receives incoming referrals from community groups, organizations and doctor's offices. Determines urgency of referral and re-routes to appropriate staff.

Record and verify client intake information/registration, including history and nature of program, from referral source with high degree of integrity and respect for privacy.

Book and arrange meetings, compile Agenda. Take and transcribe Minutes of meetings.

Receive and answer enquiries from parents, clients, staff, the public, community agencies and distraught persons by telephone and in person on a diverse range of issues by determining their needs and referring to appropriate staff for resolution as required.

Greet public and direct visitors to appropriate individuals.

Open and close the office and report maintenance problems.

Sort and distribute incoming mail, process outgoing mail, maintains current mailing lists; update bulletin board.

Input and retrieve client data.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated business office and reception experience related to duties listed above normally acquired through a combination of secretarial and administrative courses and relevant work experience.
2. Experience in a computerized environment with above advanced working knowledge of Microsoft Outlook, Word and Excel. Demonstrated proficiency with data base entry.
3. Demonstrated ability to communicate professionally with clients by telephone and in person with tact and patience and redirect calls and inquiries as appropriate.
4. Must be proficient in Business English and possess good organizational skills.
5. Demonstrated interpersonal skills with proven ability to deal with difficult situations experience in dealing with the public including community agencies.
6. Demonstrated ability to provide excellent client service in a respectful and empathetic manner.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
