

CITY OF HAMILTON

PUBLIC HEALTH SERVICES

(CLINICAL AND PREVENTIVE SERVICES – MENTAL HEALTH AND STREET OUTREACH SERVICES and ALCOHOL, DRUG AND GAMBLING SERVICES - LOCATIONS – 110 KING STREET WEST, 2ND FLOOR and 1 HUNTER STREET EAST, 3RD FLOOR

MENTAL HEALTH/OUTREACH WORKER CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Managers of Mental Health and Street Outreach Services and Alcohol, Drug and Gambling Services, the Clerk will provide back up at reception desk as required, including vacation and illness, create and organize client files, prepare files for long-term storage, answer phones, create, update and distribute resource cards and other marketing materials, organize, track and maintain supplies, assist other administrative staff when workload dictates and assist with the completion of special projects.

GENERAL DUTIES

Back-up reception desk by redirecting calls and appropriately assisting visitors and clients.

Book appointments and process mail.

Word process information sheets for clients' use.

Maintain existing filing systems including client filing system, administration filing system, resource filing system and the library filing system.

Perform alpha-numeric data entry to maintain an up to date record of distribution of supplies and educational material to community partners.

Design and create brochures, displays and other marketing materials using graphics software.

Perform photocopying duties when requested to do so.

Maintain computerized list of supplies inventory.

Prepare information packages for mail outs.

Create new client files, maintain existing files and prepare files for long-term storage according to provided criterion.

Ensure photocopier, fax machine, and shredder are in operable order, sort and empty recyclable materials.

Maintain and restock office supplies. Lift boxes, assist in moving office furniture, computers and installing new equipment.

Assist in organizing meeting rooms, make preparations for refreshments and tidy up after meetings.

Deliver by hand or courier important documents.

Assist team members as required.

Develop and maintain a variety of lists as required.

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

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Excellent customer service skills. Experience and comfort in working with individuals living with a mental illness or an addiction issue.
2. Previous business office experience related to the duties above normally acquired through a combination of education and relevant work experience.
3. Previous experience in a computerized environment. Working knowledge of Windows 7 and Microsoft Office 2010 (Outlook, Word and Excel).
4. Proficient in alpha-numeric data entry.
5. Ability to perform filing duties efficiently and accurately according to provided criterion.
6. Motivation to take initiative and insight to practice good judgment when dealing with clients and staff.
7. Ability to design brochures, displays and other marketing materials.
8. Organization skills and ability to maintain computerized records of supplies and their distribution.
9. Available to perform back-up receptionist duties as required.

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