

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (PUBLIC HEALTH SERVICES DIVISION – LOCATION – TBA)

PROGRAM SECRETARY – PHS – CUPE 5167

SUMMARY OF DUTIES

Reporting to a Manager, this position provides administrative and clerical support to management and staff in public health services. This position performs a variety of duties including: absence reporting, preparing bank deposits and issuing receipts, preparing cheque requisitions, request for invoice, purchase order requisitions, processing procurement card purchases, replenishing and balancing petty cash reimbursements, entering data (e.g. orders, attendance, etc.), producing and updating documents and program forms, data entry into provincial databases, creating and maintaining confidential client health records, receiving and processing referrals from the public, community service providers and doctors' offices and providing direct client service, logistical and administrative support for public health programs and services. It may also include inventory management and other administrative duties as assigned.

GENERAL DUTIES

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.

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

Reviews invoices for accuracy, assists Program Manager with reconciling transaction discrepancies with Finance and Administration staff.

Orders clinic and program supplies. Inventory management of safe contents.

Maintains weekly absence reporting for the team and vacation schedule.

Assists Program manager with reconciling financial transactions and prepares requests for journal entries with manager approval. Conducts queries in PeopleSoft to confirm invoice payments.

Complies with all City purchasing and cash handling policies, procedures and limits.

Maintains strong professional working relationships with vendors and suppliers such as clinic supply companies.

Assists with the compilation of participant class and workshop materials, facilitator guides and presentation slide decks.

Prepares and processes outgoing mail to both internal and external recipients and maintains current mailing lists.

Types and word processes correspondence, agendas, minutes and reports of a general, confidential and technical nature as required.

Prepares and receives intake forms, verifies client information and enters data into MOHLTC and Public Health Services databases with a high degree of integrity and respect for privacy.

Receives, answers inquiries from staff, other departments and public by telephone and in person on a diverse range of issues by determining their needs and referring to appropriate staff for resolution if necessary.

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

Compiles caseload, team referrals and program and related statistics and reports

Supports clinic operations through handling clinic logistics and administration such as: client registration, scheduling follow-up appointments, creating client charts, maintaining filing of confidential health records and data entering clinic statistics.

Administers and schedules public health workshops and classes, processes participant registration, compiles evaluations and issues certificates to participants.

Schedules the pick-up and delivery of laboratory specimens.

Provides coverage for PHS Reception.

Performs other duties as assigned which are directly related to the responsibilities of this position.

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

QUALIFICATIONS

1. Demonstrated experience as an administrative secretary, normally acquired through a combination of relevant work experience and secretarial and administrative courses.
2. Must be proficient in Business English.
3. Experience in a computerized environment. Excellent computer skills with above average knowledge of Microsoft Office Outlook, Word, and Excel. Ability to become proficient in other PHS/ MOHLTC and Corporate software applications. Good working knowledge of Microsoft Access.
4. Demonstrated ability to interact professionally with internal customers and related external agencies or professionals.
5. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation while maintaining confidentiality, tact, and patience.
6. Demonstrated experience and familiarity with City of Hamilton financial processes and procedures preferred.
7. Must possess good time management skills and organization skills with a strong attention to detail.
8. Must possess initiative, good judgment and the ability to work as part of a team.

- 9. Must understand and follow all relevant privacy legislation (MFIPPA, PHIPA)

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
