

## Program Assistant External Posting

<b>Competition #:</b> 24.42	<b>Program:</b> Oral Health
<b>Date Posted:</b> December 20, 2024	<b>Date Closed:</b> January 8, 2025
<b>Location:</b> Belleville	<b>Type:</b> Full Time Contract
<b>Commencement Date:</b> ASAP	<b>End Date:</b> up to 12 months
<b>Status:</b> CUPE	<b>Salary:</b> \$26.30 - \$30.50 per hour

*Hastings Prince Edward Public Health will be merging with Kingston Frontenac and Lennox & Addington Public Health, and Leeds, Grenville & Lanark District Health Unit as of January 1, 2025, to form the South East Health Unit. This position will continue to be filled under the new merged agency.*

### POSITION SUMMARY:

Reporting to the Manager, Oral Health, the Program Assistant (PA) will provide administrative support to at least one teams, program, manager, or supervisor. The PA will act as a central point of access, an advocate and an ambassador to the programs(s) and organization through the provision of quality customer service and support in accordance with HPEPH policies, procedures and values.

This position provides quality customer and administrative support for the Oral Health program with courteous response to phone, in-person, and electronic communications. They provide direct health clinic support and act as an integral part of coordinating clinics and appointments, acting quickly and efficiently to respond to changes and client needs.

### Responsibilities Include

The scope of duties and responsibilities vary from program to program, dependent on requirements. Within the specific program scope, the PA shall perform many or all of the following duties:

- Prepares agendas, records minutes, finalizes documents, and distributes for a variety of meetings, committees and groups.
- Performs accurate data entry and maintenance; produces reports from data and transmits as required.
- Responds to walk-in client requests; assists with client navigation and refers as appropriate.
- Supports the administration of Ontario Seniors Dental Care Program and Healthy Smiles Ontario.
- Data entry with Ministry database (OHISS).
- Completes registrations and makes arrangements such as travel, catering, shopping, and assisting with setting up and cleaning the area for meetings, workshops, programs, and events.
- Provides reception services, makes client appointments and confirmation calls; completes appropriate forms and coordinates wait lists as needed.
- Receives and processes referrals, requests for information and resources, and makes referrals to appropriate staff.
- Manages records; ensures records are retained in accordance with applicable retention guidelines or HPEPH policy and procedure.
- Assists in updating information and the maintenance of forms, manuals, reference binders, and operational plans.
- Maintains inventory of supplies for programs or services.
- Provides administrative support, including word processing, processing mail, emailing, printing, filing, photocopying, scanning, faxing, and arranging courier as required.
- Provides relief coverage for other program assistants as needed.
- Receives, records, and balances payments, and processes invoices and receipts as applicable.
- Performs other duties as assigned.

## **Organizational Responsibilities**

- Establishes and cultivates positive working relationships with community partners, clients, staff, and management.
- Actively serves on internal and external committees, work groups, etc. for HPEPH as assigned, and participates in the development of operational plans, as requested.
- Models, supports, and endorses Ontario Public Health / HPEPH values and change initiatives.
- Demonstrates a commitment to the HPEPH mission and values and acts as an ambassador for HPEPH when in contact with the public and other agencies.
- Responsible for planning and implementing own professional development plan in consultation with the Program Manager.
- Where appropriate, identifies risk and implements risk mitigation strategies.
- Utilizes the structure of evidence informed decision making (EIDM) throughout their decision-making process.
- Follows all applicable HPEPH, Ontario Public Health standards, legislation, and professional standards.

## **MINIMUM QUALIFICATIONS:**

### **Education**

- Completion of a one (1) year Office Administration post-secondary education; an equivalent combination of education, training and experience may be considered.

### **Experience**

- 2 years general office experience.

### **Knowledge, Skills, and Abilities**

- Excellent interpersonal and customer service skills.
- Strong organizational, communication and administrative skills.
- Ability to manage multiple priorities while being responsive to customers.
- Adaptable and able to deal with constant interruptions and cover alternate reception and service areas as required.
- Ability to maintain confidentiality and act with tact and discretion.
- Proficiency in Microsoft Office Suite (Word, Publisher, Excel, and PowerPoint), and proven ability to learn new software programs.
- Experience with Adobe Acrobat Pro and MS Access an asset.
- Immunizations must be up-to-date and maintained in compliance with all applicable HPEPH policies.
- Valid Ontario driver's license and access to a reliable vehicle.
- Satisfactory Criminal Record and Judicial Matters Check.

### **Working Conditions:**

Interact with a variety of clients in person, by email and by phone. Ability to work in seated position for extended periods of time. Ability to lift and move boxes up to 10 pounds. Typical hours are 8:30 am to 4:30 pm, Monday to Friday. Will be required to work alternate hours including evenings, to meet service needs.

### **Contract Duration:**

This position will start as soon as possible and continue up to 12 months.

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If you are interested in applying, please review our [Submission Guidelines](#) on our website.

**Applications must be emailed to: [careers@hpeph.ca](mailto:careers@hpeph.ca)**

*HPEPH welcomes applications from individuals living with disabilities. To make arrangements for accommodation during the recruitment process, please contact Human Resources.*

*Hastings Prince Edward Public Health is situated and provides services on the traditional territory of the Anishinaabe, Huron-Wendat and Haudenosaunee people.*