Canadian Mental Health Association Sudbury/Manitoulin Mental Health & Addiction Services / Association canadienne pour la santé mentale Sudbury/Manitoulin Services de santé mentale & de toxicomanie	**ADMINISTRATIVE SUPPORT, CLINICAL**

INCUMBENT:	**REPORTS TO:** Coordinator, Administration & Information Management
PROGRAM: Administration	**APPROVED BY:** CEO
DATE APPROVED/REVISED: September, 2024	**HOURS:** 35 hours/week

POSITION SUMMARY:

Reporting to the Coordinator, Administration & Information Management, the Clinical Administrative Support is part of the Agency's Administrative Support team. The team has shared responsibility for greeting all individuals presenting to the agency, creating a welcoming and supportive environment in line with our culture, and directing individuals to the appropriate service. The Clinical Administrative Support will also support the agency in various clerical and administrative duties across Agency programs.

ESSENTIAL JOB RESPONSIBILITIES:

Reception Duties

- Greet visitors, answer questions, and/or direct them to appropriate individuals or services.
- Maintain a clean, welcoming, and supportive environment in the reception/waiting area.
- Ensure that all visitors sign in/out.
- Answer telephone calls, relay information, or transfer calls to appropriate individuals. Check regularly for received faxes and direct them to the appropriate staff; send faxes as required.
- Maintain all front area opening and closing procedures.
- Photocopy, print, and scan documents for individuals and staff as required.
- Ensure the schedule of upcoming workshops, groups, meetings, and room bookings in order to properly direct visitors and participants to the appropriate room or facilitator.
- Receive "Call in Sick" messages and send out daily mail regarding the same.
- Maintain, update, and post Disruption of Service Notices.

Administrative Support Duties

- Maintain business office inventory and equipment by checking stock to determine inventory levels, anticipating needed supplies, preparing purchase orders, placing, and expediting orders, and verifying receipt of supplies.
- Coordinate staff travel and accommodation as required.

- Support the coordination and implementation of CMHA-S/M events.
- Support program outcome measurements by assisting with data entry.
- Support team and committee meetings, prepare agendas, and document meeting minutes.
- Act as petty cash custodian.
- Assist staff with phone messaging setup. Act as backup for resolving equipment issues.

Clinical Support Duties

- Support programs with the scheduling of meetings, appointments, and care conferences.
- Assist with creating and maintaining files for new and existing Agency service recipients.
- Assist with meeting room and equipment bookings.
- Explain intake procedures, in person and on the phone, to individuals and service providers wishing to access services.
- Apply crisis intervention skills as needed to minimize escalation and the risk of crisis situations.
- Maintain awareness of community resources and provide information to the public.
- Compose and manage correspondence with individuals, partner agencies, and stakeholders.

Other

- Participate in agency/inter-agency committees and initiatives.
- Participate in skills training and educational activities as required.
- Attend and participate in supervision, performance review, and organizational meetings.
- Maintain quality assurance activities by reviewing and evaluating support activities.
- Assist with Agency Infection Prevention and Control

Qualifications

- Education requirements: Completion of a 1-year diploma or degree. Candidates with a combination of post-secondary education and 2+ years of related experience may also be considered.
- Language requirements: Fluency in English is required; Proficiency in both official languages is essential for two of three Administrative Support positions.
- Professional designation/certification: No registration, professional designation, or certification required.
- Minimum of 1 year experience in a related administrative position.
- Computer skills in Microsoft Office Suite are required, e.g., Microsoft Word, Excel, Outlook, and PowerPoint.
- Experience with client record management/database software is an asset.
- Certified in First Aid & CPR

JOB SPECIFIC COMPETENCIES

The following competencies are required for this position:

Planning, Organizing and Coordinating	Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines, and resources. Keeps appropriate people informed of tasks/projects.
Teamwork and Collaboration	Participates willingly and supports team decisions. As a team member, keeps other team members informed and updated on group progress, individual actions, or influencing events, and shares all relevant or useful information.
Client Service Orientation	Follows through on client inquiries, requests, and complaints and is responsive to public interests and concerns.
Functional Skills	Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication, and quality improvement skills.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the organization.