



Job Title: Program Assistant (6 month contract)
Program: Assertive Community Treatment (ACT)
Reports to: Team Lead, ACT & TRHP

Responsibilities

- Participates as a member of a high performance, multi-disciplinary team providing administrative support to staff and clients
- Acts as first contact for client and family members managing and providing general program information
- Completes daily staff assignment schedule
- Liaises with clients and their families providing support, de-escalating situations and resolving problems, when needed
- Provides timely administrative support and transcription service to program Psychiatrists, e.g. responding to callers, taking messages, setting up appointments with staff and processing monthly invoices
- Provides administrative support to the management and staff within the department, creating templates to improve and maintain manual and electronic filing systems, drafting and editing internal and external correspondence/spreadsheets/proposals/submissions/reports, preparing PowerPoint presentations, creating brochures/pamphlets using graphic design applications
- Co-ordinates and arranges meetings, workshops and focus group sessions ensuring accessibility to the facility
- Tracks incoming referrals, collecting statistical data, monitoring indicators and prepares quarterly reports
- Forwards invoices to finance for processing, maintains filing system, prepares cheque requests and initiates follow-up when required
- Liaises with administrative staff within the organization coordinating activities relating to the provision of clinical services
- Receives clients, family members and visitors on the 7th floor and directs to appropriate location
- Takes minutes at program meetings and prepares/distributes agendas and minutes of meetings
- Provides administrative support on research projects writing proposals, preparing donation letters and attending community meetings
- Arranges for community presentations contacting other community agencies
- Arranges for maintenance and repairs on office equipment, as needed
- Orders and maintains office/medical supplies, as needed
- Creates/maintains monthly work/statutory holiday coverage schedules and tracks staff vacations
- Maintains petty cash for staff within the program
- Reports identified/potential problem situations and possible solutions in a proactive and/or timely manner

Requirements

- Post-secondary education in medical administration and a minimum of three years related experience or equivalent combination of education and experience
- Knowledge the Mental Health Act, Health Care Consent Act, Ontario ACT Standards, social service benefits and related legislation in Ontario
- Good communication (written and verbal), organizational and interpersonal skills

- Ability to work with clients suffering from severe and persistent mental illness
- Highly organized, able to multi task and meet deadlines with many interruptions
- Knowledgeable of medical terminology and psychotropic medications
- Knowledge of MS Office (Word, Excel, PowerPoint, Access and Outlook), internet, graphic design applications and various office equipment

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for applications is **April 12, 2017**

CMHA Durham endorses the principles of workforce diversity. All qualified candidates are encouraged to apply; however only those selected for an interview will be contacted. Accommodations are available upon request.