



**Canadian Mental
Health Association**
Windsor-Essex County
Empowering Transitions to Wellness



**City Centre
Health Care**

A Community Health Centre Operated by CMHA-WECB

INTERNAL/EXTERNAL POSTING

SUPPORT STAFF, PRIVACY/QUALITY/ACCREDITATION ONE (1) TEMPORARY FULL-TIME POSITION (35 HOURS/WEEK) SIX (6) MONTH BACKFILL UNTIL APPROXIMATELY JANUARY 2020 LOCATION: WINDSOR OFFICE

CMHA-WECB uses a collaborative, shared-care approach to mental health. The organization provides flexible, one-to-one support, using a least intrusive approach to service delivery, for individuals living with mental illness so that they may improve their quality of life and enjoy productive and satisfying lives within the community.

Reporting to the Manager of Administration and Governance, the incumbent completes a range of secretarial and clerical services to agency staff. Tasks include typing, filing, record keeping, scheduling, administrative support, reception and other duties as assigned for clients and staff.

Position Responsibilities and Duties:

1. General Duties

- Replacement for other support staff as required-includes working knowledge of all positions including receptionist.
- Conduct special projects as assigned by the Administration Governance Manager

2. Personal Health Information (PHI) & Accreditation

Provides a complete range of administrative support services for the Manager, Quality and Privacy:

- Including but not limited to assisting with quality improvement projects, documentation preparation, responsible for maintaining SOR, client complaint and feedback forms in hard copy. Ensure all consents and privacy packages are available for staff use
- Process PHI requests; including logging, correspondence, tracking, and follow up with CMHA/CCHC providers while ensuring compliance with all privacy legislation (PHIPA)
- Compile requested records and prepare for mailing and distribution. Receive and respond to various telephone inquiries regarding PHI including 3rd party requestors and clients. Track invoicing of all PHI requests
- Assist Accreditation Coordinator with materials associated with accreditation standards and required organizational practices
- Set up, coordinate meeting and meeting materials, attend, take minutes for the following: Accreditation Committee meetings (Community Based Mental Health Services and Supports, Primary Care, Infection Prevention, Medication Management), Quality Council meetings – quarterly, General Staff meetings
- Support for Mental Health Promotion (i.e. monitoring MH inbox/calendar)
- Support Counselling and Treatment for Anxiety and Depression Program including but not limited to faxing program documentation to attending physicians/physiatrist and follow up.

Education and Skills:

- Recent relevant experience in a secretarial capacity and must have completed secondary school education with additional courses in office administration or secretarial skill development
- 1 year of related and relevant experience in a busy office setting
- Advanced computer skills in the Windows operating environment including Microsoft programs, Outlook, Word, Excel, and Access
- Typing speed of 50 wpm
- Demonstrated ability to operate all standard office equipment including multi-line switchboard, photocopier, and scanner
- Excellent organizational skills are required to organize and schedule people or tasks
- Manage bring forward systems to ensure timelines are met while being sensitive to time constraints and resource availability
- Ability to communicate effectively with the public, professionals, staff and clientele of the organization in written and oral form
- The candidate must project credibility, recognize sensitive information, maintain confidentiality, and be able to take action in solving problems while exhibiting judgement and a realistic understanding of issues
- Ability to manage ambiguous situations or difficult client issues in a sensitive, responsive and timely manner
- Valid Ontario Driver's License and means of transportation;
- Bilingualism in both official languages at the advanced level is an asset for all positions;

Hours of Work:

Thirty-Five (35) hour work week. Flexible hours are required to meet service needs.

The agency's regular hours of operation are Monday to Friday, 8:30am to 4:30pm.

Salary range: Grade 4, \$20.88– \$25.39 per hour
Per 2015-2018 Collective Agreement

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements quoting posting reference **CMHA #10-2019 by 4:30 pm Friday, May 24th, 2019 to careers@cmha-wecb.on.ca**

Notes: Qualified internal staff will be given preference to this position.

This position is posted per Article 15 of the Collective Agreement.

CMHA strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with CMHA.