



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

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| 1. JOB TITLE ADMINISTRATIVE ASSISTANT | 2.DIVISION <ul style="list-style-type: none">❑ SANGRE GRANDE HOSPITAL❑ ST. ANDREW/ST. DAVID❑ NARIVA/MAYARO❑ HEAD OFFICE | 3. DEPARTMENT ADMINISTRATION |
| 4. ORGANIZATIONAL RELATIONSHIP The Administrative Assistant will report to the General Manager/Manager assigned for the execution of all duties performed. | | 5. NATURE & SCOPE The Administrative Assistant is responsible for providing administrative and technical support and assisting in the administrative functions to ensure efficient and effective delivery of services in the Authority. |
| 6. SPECIFIC ACCOUNTABILITIES The Administrative Assistant: <ul style="list-style-type: none">❑ Schedule and arrange meetings.❑ Prepares for review and approval the senior/junior doctors’ rosters for the County.❑ Manage incoming and outgoing correspondence including documents via e-mail❑ Prepares status reports both monthly and annually.❑ Engages in emergency medical staff arrangements as it relates to the roster.❑ Drafts and prepares memoranda and letters for the approval of the supervisor.❑ Attend and take minutes at meetings.❑ Prepares board papers for review by their Manager.❑ Assists in the formation and executive of policies.❑ Performs increasingly complex duties including the supervision of subordinate staff.❑ Conducts research for projects to be undertaken.❑ Establish and maintain the filing system for the department.❑ Assembles and analyzes information and submit draft reports for approvals.❑ Manages all operations in the absence of their Manager.❑ Consults with staff and public to address enquires.❑ Completion of Performance Appraisal for junior staff.❑ Acts as liaison between management and staff.❑ Attends to internal/external complaints.❑ Represents the organization by providing reliable and pertinent information to internal/external customers❑ Resolves conflicts between staffs when requested.❑ Liaise with private medical institution for access to service for patients under the direction of their supervisor.❑ Performs other related duties as may be required by the appropriate Authority. | | |
| 7. KEY KNOWLEDGE, SKILLS AND ABILITIES <ul style="list-style-type: none">❑ Knowledge of Events/Project Management.❑ Knowledge of the methods and techniques of Office Management.❑ Excellent communication skills, both oral and written.❑ Ability to co-ordinate administrative or technical programmes and to evaluate their effectiveness and make comprehensive reports and recommendations.❑ Ability to speak and write clearly and effectively.❑ Ability to establish and maintain effective working relationship with other employees and the general public.❑ Ability to take and transcribe minutes.❑ Ability to work with minimal supervision. | | |

8. MINIMUM TRAINING AND EXPERIENCE

- ❑ Training as evidenced by the possession of an Association of Business Executives (ABE) Level 5 Diploma; or a Diploma in Public Administration (CPA) or equivalent.
- ❑ Minimum professional qualifications such as the Administrative Professional Secretary (APS).
- ❑ Advanced knowledge of Microsoft Office suite and other related software programmes.
- ❑ Training as evidence by five (5) O’Level passes at CXC/GCE inclusive of Mathematics and English Language.
- ❑ Four (4) years experience in a secretarial position.
- ❑ Any equivalent combination of training and experience.

9. SUPERVISORY RESPONSIBILITIES

- ❑ Junior Administrative Assistant
- ❑ Clerk I
- ❑ Driver/Messengers
- ❑ On the Job Trainee

10. COMMUNICATION AND WORKING RELATIONSHIPS

Internal:

- ❑ Medical Director
- ❑ County Medical Officer of Health
- ❑ Manager-Hospital Administration
- ❑ Manager-Para Clinical Services
- ❑ Chief Executive Officer
- ❑ Other Members of the Management Executive Team
- ❑ Other Members of the Management Team
- ❑ All Heads of Department
- ❑ All other staff members

External:

- ❑ Ministry of Health
- ❑ Other Regional Health Authorities
- ❑ Members of the Protective Services
- ❑ Ministry of Science, Technology and Tertiary Education