



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE ADMINISTRATIVE ASSISTANT	2.DIVISION <div><input type="checkbox"/> SANGRE GRANDE HOSPITAL CAMPUS</div> <div><input type="checkbox"/> ST. ANDREW/ST. DAVID</div> <div><input type="checkbox"/> NARIVA/MAYARO</div> <div><input type="checkbox"/> HEAD OFFICE</div>	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: <div><input type="checkbox"/> Schedule and arrange meetings.</div> <div><input type="checkbox"/> Prepares for review and approval of the senior/junior doctors’ rosters for the Counties and Sangre Grande Hospital.</div> <div><input type="checkbox"/> Manage incoming and outgoing correspondence including documents via e-mail.</div> <div><input type="checkbox"/> Prepares status reports both monthly and annually.</div> <div><input type="checkbox"/> Engages in emergency medical staff arrangements as it relates to the roster.</div> <div><input type="checkbox"/> Drafts and prepares memoranda and letters for the approval of the supervisor.</div> <div><input type="checkbox"/> Attend and take minutes at meetings.</div> <div><input type="checkbox"/> Prepares board papers for review by their managers.</div> <div><input type="checkbox"/> Assists in the formation and executive of policies.</div> <div><input type="checkbox"/> Performs increasingly complex duties including the supervision of subordinate staff.</div> <div><input type="checkbox"/> Conducts research for projects to be undertaken.</div> <div><input type="checkbox"/> Establish and maintain the filing system for the department.</div> <div><input type="checkbox"/> Assembles and analyzes information and submit draft reports for approvals.</div> <div><input type="checkbox"/> Manages all operations in the absence of their manager.</div> <div><input type="checkbox"/> Consults with staff and public to address enquires.</div> <div><input type="checkbox"/> Completion of Performance Appraisal for junior staff.</div> <div><input type="checkbox"/> Acts as liaison between management and staff.</div> <div><input type="checkbox"/> Attends to internal/external complaints.</div> <div><input type="checkbox"/> Represents the organization by providing reliable and pertinent information to internal/external customers.</div> <div><input type="checkbox"/> Resolves conflicts between staffs when requested.</div> <div><input type="checkbox"/> Liaise with private medical institution for access to service for patients under the direction of their supervisor.</div> <div><input type="checkbox"/> Performs other related duties as may be required by the appropriate Authority.</div>		
7. KEY KNOWLEDGE, SKILLS AND ABILITIES <div><input type="checkbox"/> Knowledge of Events/Project Management.</div> <div><input type="checkbox"/> Knowledge of the methods and techniques of Office Management.</div> <div><input type="checkbox"/> Excellent communication skills, both oral and written.</div> <div><input type="checkbox"/> Ability to co-ordinate administrative or technical programmes and to evaluate their effectiveness and make comprehensive reports and recommendations.</div> <div><input type="checkbox"/> Ability to speak and write clearly and effectively.</div> <div><input type="checkbox"/> Ability to establish and maintain effective working relationship with other employees and the general public.</div> <div><input type="checkbox"/> Ability to take and transcribe minutes.</div> <div><input type="checkbox"/> Ability to work with minimal supervision.</div>		

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 or equivalent.
- ❑ Minimum professional qualifications such as the Administrative Professional Secretary (APS).
- ❑ Advanced knowledge of Microsoft Office suite and other related software programmes.
- ❑ 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
- ❑ General Manager-Primary Health Care Services
- ❑ 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