



Central Community Health Centre

(Serving: St. Thomas, Central Elgin, Township of Southwold)

Clerical Assistant

Hours of Work: 37.5 hours per week, flexible to include evening and/or weekend hours.

1.0 — Summary of Position

- 1.1 The Clerical Assistant provide support to the Executive Assistant and the CEO, to ensure a highly professional public profile that reflects the Mission, Vision and Values of CCHC.
- 1.2 Assist the Executive Assistant to support the CEO and Management Team to ensure timely and effective administration of the executive office.
- 1.3 Enhance management effectiveness by providing information management support.
- 1.4 Assist in meeting and event preparation.
- 1.5 Will work with confidential information which must be respected and handled according to the Freedom of Information and Protection of Privacy Act (FIPPA)

2.0 — Primary Responsibilities

- 2.1 Create correspondence or other documentations.
- 2.2 Input data and generate computer reports.
- 2.3 Photocopy, sort mail and filing.
- 2.4 Organize, replenish supplies, and maintain office supply order.
- 2.5 Schedule meetings, agenda calls and distribution, recording action items, confidential meeting minutes for Executive and Senior Management meetings, etc.
- 2.6 Calendar management for senior leadership
- 2.7 Assist in organizing functions, events and initiatives run by the centre.
- 2.8 Participate in designated teams and committees.
- 2.9 Other duties as may be assigned from time to time by the Executive Assistant or their designate.

3.0 — Accountability

- 3.1 This position reports to the Executive Assistant.

4.0 — Qualifications & Skills

- 4.1 Currently enrolled in post-secondary or university studies, preferably in Business Administration
- 4.2 Proficiency in the use of computers and various software applications and office equipment

- 4.3 Training in business writing an asset; stickler for good grammar and spelling; knowledgeable about proper formatting and layout of corporate documents, including letters, reports, presentations, etc.
- 4.4 Pro-active, with an energetic and highly professional demeanor
- 4.5 Able to project a welcoming, friendly personality.
- 4.6 Proven achiever and polished professional
- 4.7 Resourceful, with the ability to prioritize, multi-task and meet deadlines with minimal supervision.
- 4.8 Demonstrates a strategic thinking approach to decision making.
- 4.9 Demonstrates independent judgment, absolute discretion and diplomacy.
- 4.10 Able to work respectfully with people from all socio-economic, cultural and ethnic backgrounds.
- 4.11 Highly proficient in the use of computers and various software applications and office equipment
- 4.12 Able to work in a fast-paced environment, to maintain a professional attitude at all times, to respond in a positive way to demanding issues, and to project a welcoming, friendly personality
- 4.13 Experience working with confidential and sensitive information.
- 4.14 Excellent interpersonal, written and oral communication skills
- 4.15 Able to prioritize heavy work load.
- 4.16 Valid Ontario Driver's Licence
- 4.17 Second language an asset

5.0 — Upholding Standards

Organizational Beliefs, Values and the Community Development Model

- 5.1 Knowledgeable about the organization's Mission, Vision and Values, and incorporates these beliefs into everyday work
- 5.2 Works in a manner that incorporates health promotion and recognizes the determinants of health
- 5.3 Understands and respects the process by which the community is involved in decision making
- 5.4 Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
- 5.5 Works to reduce barriers to access (e.g. transportation, childcare, hours of service, etc.)
- 5.6 Maintains and develops professional competence through appropriate continuing education methods as approved by the CEO
- 5.7 Ensures that use of personal information acquired in the line of duty complies with CCHC's privacy policies

Organizational Excellence

- 5.8 Provides a welcoming and supportive environment for volunteers, participants, community members and individuals served
- 5.9 Acts with professionalism and courtesy toward volunteers, participants, clients, the general public and other staff members

- 5.10 Works in a manner that preserves, maintains and respects confidentiality of participants, volunteers, clients and staff information
- 5.11 Respects and values the diversity of communities and individuals
- 5.12 Contributes to the development and promotion of CCHC
- 5.13 Maintains and develops professional competence through appropriate continuing education and/or professional development.

Occupational Health and Safety

- 5.14 Works in a manner that meets all Health and Safety requirements
- 5.15 Takes and maintains required training (e.g., WHMIS, First Aid).

Organizational Duties and Responsibilities

- 5.16 Works in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization
- 5.17 Works in a manner that complies with the organization's *Human Resources Policies*
- 5.18 Contributes to the organization's endeavours to collect, analyze and report on data, and participate in research
- 5.19 Contributes to the organization's efforts to secure and maximize resources for current and new programs, services and activities
- 5.20 Performs other duties that support the Mission, Vision and Values of the organization, as assigned by the CEO or their designate