

1. IDENTIFICATION

Position No.	Job Title ADMINISTRATOR HEALTH CENTER	Fin. Code
Department KITIKMEOT HEALTH BOARD	Division/Region KITIKMEOT	Location CAMBRIDGE BAY

2. PURPOSE

The Administrator, Health Center is responsible for the management, direction, supervision, implementation and planning of high standard Center administrative services, which enable the delivery of health treatment programs and social service programs through the Center

3. DUTIES AND RESPONSIBILITIES

Duty #	% of Time	List of Duties
		<p>Manages, directs and supervises administrative operation of Health Center to ensure the delivery of high standard community primary and secondary health care services and social services by:</p> <ul style="list-style-type: none"> – collaborate with Supervisor, Health Programs, Supervisor and Social Programs to ensure and efficient and effective centralized Client access to services <ul style="list-style-type: none"> • ensure easy client access through efficient appointment and walk-in processes • assist to schedule specialist visits and clinics • provide medical interpretation services to clients • establish and maintain a centralized point of access in center for all clients • arrange transport for client visits, client transfers and medivacs • conduct client satisfaction surveys – meets regularly with external groups and agencies <ul style="list-style-type: none"> • ensures that the community is involved with and informed about services provided by the Health Center • becomes an involved and supportive partner, attending scheduled inter-agency meetings and participating in co-operative ventures, initiatives and information sessions • represents the Health Center in general and handles comments and complaints from both and the general public, ensuring that they are handled in a professional and dignified manner

Duty #	% of Time	List of Duties
		<p>Manages, directs and supervises the logistical operation of Health Center to ensure full support to health and social service professionals</p> <ul style="list-style-type: none"> – collaborate with Supervisor, Health Programs, Supervisor, Social Programs and support staff to determine the quality, quantity and proper storage of health supplies, social service supplies, standard center supplies, specialized equipment and standard equipment within the Health Center <ul style="list-style-type: none"> • maintains inventory of non-prescriptive medical supplies • assists in administration of prescriptive medical supplies • maintains an inventory of standard office and center supplies • administers the acquisition, installation and maintenance of specialized medical and standard center equipment • administers all center transportation equipment • administers all storage areas except the pharmacy • – collaborate with Supervisor, Health Programs, Supervisor and Social Programs to provide general clerical services and maintain efficient and effective centralized records and files <ul style="list-style-type: none"> • assign general clerical support duties and responsibilities to Center support staff • ensure manual support systems to maintain charts, records, files and center documentation are fully functioning and effective • utilize mechanized administrative support systems to provide most efficient access to and maintenance of charts, files, records and center documentation • put in place computer and systems hardware capable of handling latest health system and administrative software • work with Board IT specialist to ensure connectivity for all voice, data and e-mail requirements – direct Center staff and administer outsourced contracts for renovations, maintenance, general housekeeping and laundry services for the Center <ul style="list-style-type: none"> • work with Board, Supervisors of Health Programs and Social Programs and Public Works for renovations and installation of new equipment • schedule regular housekeeping, cleaning and maintenance of Center and equipment

Duty #	% of Time	List of Duties
		<p>Manages, directs and supervises the business operation of Health Center with leading edge business practices to achieve optimum operational and financial results</p> <ul style="list-style-type: none"> – administers Center budget <ul style="list-style-type: none"> • works with Board to develop, administer, track and analyze budget • issues monthly financial results • develops investment profiles and business cases to acquire new resources and equipment • ensures that proper administration and financial procedures are followed – tracks and communicate Center effectiveness <ul style="list-style-type: none"> • ensures that reports and documentation for the Health Center is done accurately and on time • compiles accurate records for review of data for budget and statistical analysis • issues reports <ul style="list-style-type: none"> • patients visits and patients served • doctors visits • dental reports • foster home ad group home reports • suicide/self harm reports • travel reports • external reports e.g. RCMP • maintenance work orders – employs process management and quality management techniques to measure, control and improve work practices <ul style="list-style-type: none"> • ensures procedures are up to date, clear and documented • recommends changes or improvements to policies, procedures and programs as required • implements and monitors adherence to improved policies, procedures and programs

Duty #	% of Time	List of Duties
		<p>Manages, directs and supervises the human resources of the Health Center to ensure quality services to clients and full support to health and social service professionals</p> <ul style="list-style-type: none"> – ensure that all health care professionals, social service professionals and support staff are aware of the policies and procedures of the Board concerning administrative matters <ul style="list-style-type: none"> • conduct regular meetings with Center staff • develop and implement a communications plan to ensure all center staff are kept up-to-date – schedule support staff to ensure health center is covered for operational staff at all required times <ul style="list-style-type: none"> • forecast staff requirements and recommend support staff allotment • assist with selection process for permanent and contract temporary support staff • assign work, leave, holiday schedules • maintains and submits staff sick and leave requirements – promote teamwork with all professional and support staff <ul style="list-style-type: none"> • conduct staff meetings to disseminate information, interpret policies and procedures, problem solve, continuously improve and team build • develop and maintain good working relationships with colleagues, supervisors, professional and support staff – use performance management processes to ensure support staff performance, skills and competencies are meeting Center needs <ul style="list-style-type: none"> • prepare written job definition worksheets and performance appraisals for Center support staff • assess skills and competencies and prepare and implement development plans for support staff • issue warnings and take disciplinary action in accordance with B performance plan criteria and grievance procedures

4. SKILLS AND ABILITIES

Skills and Abilities
<ul style="list-style-type: none">- strong management and administration skills- solid understanding of quality management, process management and performance management- solid understanding of financial processes, business principles and benchmarking in a public organization- ability to think, plan and implement at a strategic and tactical level- very good organizational and decision-making skills- ability to facilitate and teach effectively to achieve optimum performance from individuals and teams- good understanding of operating in an Information Technology (IT) environment- preferred indigenous Canadian
Training, Education and Experience
<ul style="list-style-type: none">- high school or equivalent- post secondary schooling in a professional discipline - business, teaching , etc.- NHURDS Training<ul style="list-style-type: none">• senior management development• financial management• planning- experience working in a Health and/or Social Services environment- experience with community planning and co-ordination of community events

5. AUTHORITY

Decisions and Recommendations To Be Made	To Whom are Recommendations Made	Impact Or Effect Of Decision Or Recommendation

6. EQUIPMENT

Equipment Used In Duties	
<ul style="list-style-type: none"> - facsimile machine, photocopier - pc computer and printers - scanner and zip drive - modems - telecommunications hardware - specialized tele-medicine video and data equipment 	<ul style="list-style-type: none"> - communications - report writing - staff orientation and training - financial systems and software - management systems and software - health systems and software - e-mail and internet access

7. CONTACTS

Describe contacts, title, why contacted, method/s used and how often			
<u>Who</u>	<u>Why</u>	<u>Method Used</u>	<u>How Often</u>

8. ENVIRONMENT

- the incumbent will exhibit a high degree of flexibility in working in cross-cultural settings
- the incumbent will occasionally experience staffing difficulties which causes mental and emotional stress
- the incumbent will be exposed to individuals suffering from communicable diseases – risk can be minimized by maintaining immunization status and by use of infection control measures
- the incumbent will be exposed to individuals suffering from mental and emotional disorders

9. CERTIFICATIONS

<p><u>EMPLOYEE</u></p> <p>_____ Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p>	<p><u>SUPERVISOR</u></p> <p>_____ Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p>
<p><u>DEPUTY MINISTER / DEPARTMENT HEAD</u></p> <p>_____ Signature</p> <p>_____ Printed Name</p> <p>_____ Title</p> <p>_____ Date</p>	

Duty #	% of Time	List of Duties
		<p>Administration of Center</p> <p>Administer Mechanized Support Systems</p> <ul style="list-style-type: none"> • Telecommunications • IT
		<p>Administer Manual Support Systems</p> <ul style="list-style-type: none"> • Clerical • Client Records • Files • Ensure all center forms are up to date • • Forms
		<p>Health Center Maintenance</p> <ul style="list-style-type: none"> • Complete maintenance requests • Maintain all equipment (Often using old parts) • Obtain and maintain office equipment, hardware and machines • Getting phones and communications installed • Work with Administration and Public Works for renovations and installation of new equipment • Record and calibrate equipment (e.g. record temperature of fridge daily for safe storage of vaccines) • Routine cleaning and laundry • Maintain vehicle
		<p>Inventory</p> <p>Non - Medical</p> <ul style="list-style-type: none"> • Ordering supplies • Ordering forms • Ordering replacement parts • Ordering Lab supplies • Ordering caskets • Ordering equipment • Ordering O₂ • Inventory

	<ul style="list-style-type: none"> • Cleaning and sorting warehouses • Stocking rooms <p>Medical</p> <ul style="list-style-type: none"> • Calling patients to pick up regular drugs • Emptying boxes – equipment, meds • Dispensing drugs • Stocking and cleaning Emergency Room after each patient • Access supplies for Home Care patients • Organizing narcotic binder • Checking outdated drugs • Packing Lab work • Emptying boxes and cleaning products <p>Getting authorization for purchases, drugs, protocols</p>
	<ul style="list-style-type: none"> •
	<p>Provide Patient Access To Center Services</p> <p>Appointments</p> <ul style="list-style-type: none"> • Booking appointments in Cambridge Bay • Booking appointments for patients going to Yellowknife • Explaining and re-enforcing clinic hours and appointment process • Calling patients who have not called back • Calling people to remind them of appointments • Sending out appointments <p>Interpretation Services</p> <ul style="list-style-type: none"> • Arranging for medical interpreter • Respond to patients asking about appointments (Travel) <p>Reception</p> <ul style="list-style-type: none"> • •
	<p>Quality Control & Assurance</p> <ul style="list-style-type: none"> • Files complete • Documentation complete • Evaluate program and service delivery • Ensure that records, files and documents are secure and maintained according to professional and legal guidelines and protocols <p>Recommend and implement approved activities related to quality assurance</p> <p>Audit forms, files and charts for quality checks</p>
	<p>Scheduling Visits</p> <ul style="list-style-type: none"> • Co-ordinate physician, specialist and other visits as requested by Supervisor Health Programs and Supervisor Social Programs • Scheduling clinics

		<ul style="list-style-type: none"> • Scheduling school visits
		<ul style="list-style-type: none"> •
		<p>Supervision</p> <ul style="list-style-type: none"> • Hiring staff • Staff discipline • Keep the peace • Supervise support staff • Attendance register <p>Negotiate with Board on overtime issues</p>
		<ul style="list-style-type: none"> •
		<p>Performance Management</p> <p>Team Building</p> <ul style="list-style-type: none"> • Conduct staff meetings to disseminate information, interpret policies and procedures, problem solve, continuously improve and team build • Develop and maintain good working relationships with colleagues, supervisors, professional and support staff • Design Orientation Manual and provide orientation to all new staff • Develop job definition worksheets for all staff positions • Track skills inventory of staff • Identify education training needs of staff •
		<p>Reports</p> <p>Monthly</p> <p>Travel reports Maintenance work orders Statistics on patient visits Dental report Doctors visits Statistical analysis and reporting Budget Reports</p> <p>Special Reports</p> <p>Reports for other organizations i.e. RCMP</p> <ul style="list-style-type: none"> • Obtaining Consult reports • Calling for results of tests when none have arrived or they have been misplaced • Calling for discharge information from Yellowknife
		<p>Scheduling Staff</p> <p>Efficient Use of Available Resources</p> <ul style="list-style-type: none"> • Get relief when staff are away • Set leave and holiday schedules

	<ul style="list-style-type: none"> • Set On Call schedule • Complete Time Sheets • Signing Overtime forms • Forecast staff requirements • Assist with selection process • Maintains and submits staff sick and leave requirements • Ensure Health Center is covered for operational staff at all required times • Assign work schedules work for Health Center staff
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	<p>Travel, Transportation & Accommodations</p> <ul style="list-style-type: none"> • Make travel arrangements • Call stations for scheduling • Book transient center rooms • Drive doctors, nurses, patients to/from airport
	<p>Clerical General</p> <ul style="list-style-type: none"> • Opening and sorting mail • Faxing orders and mail • Typing letters • Going to Post Office daily • Answering phones • Reception • Looking up telephone numbers
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2. Administration and Procedures	<ul style="list-style-type: none"> • Ensures that proper medical, administration and financial procedures are followed • Ensures that reports and documentation for the Health Center is done accurately and on time • Compiles accurate records for review of data for budget and statistical analysis • Implements and monitors adherence to improved policies, procedures and programs • Recommends changes or improvements to policies, procedures and programs as required
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