

Administrator –
Health & Social Services Center

JOB DEFINITION WORKSHEET

Name: Karen McDonald		Location: Cambridge Bay		Sheet # __ __
Responsibility: Manages, directs and supervises Center Client Services Support				
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level	
1. 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"> ▪ All clients gain easy access ▪ Clients have a centralized point of access in the Center ▪ Clinics are properly scheduled and conducted ▪ Physician, specialists and external visits are properly scheduled and attended ▪ Interpretation services are available for clients ▪ Effective and efficient transport is provided to patients who require it 	<ul style="list-style-type: none"> ▪ Ensure <ol style="list-style-type: none"> 1. Easy client access through efficient appointment and walk-in processes 2. Clients are aware of and adhere to clinic hours and appointment process 3. Patients are called or sent reminders to remind them of appointments or to pick up drugs 4. Patients who have not called back are contacted 5. Drugs are proper dispensed to clients 6. Calls are made for test results that are late or missing 7. Calls are made for client discharge information ▪ Co-ordinate the schedules of specialist visits, clinics and school visits ▪ Interpreters for medical, social or administrative client needs are available for on site visits and patient telephone calls ▪ Arrange transport for client visits, client transfers and medivacs 		

Name: Karen McDonald		Location: Cambridge Bay		Sheet # __ __
Responsibility: Liaison with Community, external groups and agencies				
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level	
1. Meets regularly with external groups and agencies	<ul style="list-style-type: none"> ▪ The Community is an active partner in the planning and provision of high quality Health and Social services ▪ Kitikmeot H&SS is a key member of community inter-agency co-operative initiatives ▪ The Center is regarded as aware of and responsive to the Health and Social Services needs of the community and individual clients 	<ul style="list-style-type: none"> ▪ Ensures that the community is involved with and informed about services provided by the Health Center ▪ Be an involved and supportive partner, attending scheduled inter-agency meetings and participating in co-operative ventures, initiatives and information sessions ▪ Represents the Center in general and handles comments and complaints ensuring that they are handled in a professional and dignified manner 		

Name: Karen McDonald		Location: Cambridge Bay		Sheet # __ __
Responsibility: Manages, directs and supervises Center the logistical operations				
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level	
1. 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 and standard center supplies	<ul style="list-style-type: none"> ▪ Medical supplies are available, up-to-date, and maintained and documented as per Board and legal protocols ▪ Non-medical supplies are available, up-to-date, and maintained and documented as per Board and legal protocols ▪ All supplies are acquired following approved procedures ▪ All supplies are properly handled and stored and inventoried 	<ul style="list-style-type: none"> ▪ Maintains inventory of non-prescriptive supplies e.g. replacement parts, Lab supplies, caskets, O2 ▪ Assists in administration of prescriptive medical supplies ▪ Ensure narcotic binders are organized and up to date ▪ Ensures the proper identification and handling of outdated drugs ▪ Provides supplies for Home Care patients ▪ Maintain an inventory of Social services and standard office and center supplies ▪ All purchases are properly authorized ▪ Purchases are made in compliance Board standards and protocols ▪ All supplies are inventoried ▪ Warehouse, stocking rooms and storage areas are clean and organized ▪ Emergency Room is properly stocked and cleaned ▪ Lab work is properly packed 	<ul style="list-style-type: none"> ▪ Administers all storage areas except the pharmacy 	

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2. Collaborate with Supervisor, Health Programs, Supervisor and Social Programs to provide general clerical services and maintain efficient and effective centralized records, files and systems	<ul style="list-style-type: none"> ▪ General clerical support is available to Center professionals ▪ Records, files, forms and documents are complete, secure and maintained according to professional and legal guidelines and protocols ▪ Have in place by IIQ 2000 a mechanized system for all files, records and documentation 	<ul style="list-style-type: none"> ▪ Clerical support is available to Center professional staff during normal working hours and for exceptional circumstances ▪ Mail and faxes are received, sorted and delivered ▪ Letters are typed and documentation is prepared as required ▪ Phones are answered meeting standards ▪ Manual support systems to maintain charts, client records, files, forms and center documentation are fully functioning, effective and meeting standards ▪ All Health and Social Services forms are up-to-date and available ▪ All client files and records are updated, complete and filed within XXXXXXXX ▪ Conduct regular audits of all records, files, documents and forms for compliance to standards ▪ Utilize mechanized administrative support systems to provide most efficient access to and maintenance of charts, files, records and center documentation 		

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3. Work with Board, Supervisors of Health Programs and Social Programs and Public Works for renovations and installation and maintenance of the facility and new equipment including specialized and administrative equipment requirements	<ul style="list-style-type: none"> ▪ Center is adequately providing the facility and equipment needs of staff and clients ▪ All critical medical and administrative equipment is maintained, calibrated as required, and monitored with readings recorded 	<ul style="list-style-type: none"> ▪ Administer contracts and requests for renovations, and installation, repair and maintenance of specialized medical and standard center equipment ▪ Put in place computer and systems hardware capable of handling latest health systems and administrative software ▪ Work with Board IT specialist to ensure connectivity and operability for all voice, data and e-mail requirements ▪ A facility and equipment maintenance schedule is in place ▪ Record and calibrate equipment (e.g. record temperature of fridge daily for safe storage of vaccines) ▪ Administer contracts and requests and set schedule for routine maintenance, housekeeping, laundry and cleaning of the Center ▪ Maintenance requests are completed and followed up ▪ Ensures the proper emptying of meds and boxes ▪ Maintain Center vehicle/s 		

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4. Arrange for travel, transportation and accommodations	<ul style="list-style-type: none"> ▪ Transportation of people and goods and accommodation are provided as needed by staff, clients and Center visitors 	<ul style="list-style-type: none"> ▪ Schedule use of Center vehicles ▪ Call stations for scheduling ▪ Ensure all travel arrangements are made and properly documented ▪ Book transient center rooms ▪ Ensure transportation to/from airport for staff, specialists, patients and Center visitors 		

Name: Karen McDonald		Location: Cambridge Bay		Sheet # __ __
Responsibility: Manages, directs and supervises Center business operations				
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level	
1. Tracks and communicates Center effectiveness	<ul style="list-style-type: none"> ▪ Long and short term business plans are in place ▪ Comprehensive Center budget is in place and up-to-date ▪ All key Center activities are reported ▪ Programs and service delivery are of high quality and efficiency 	<ul style="list-style-type: none"> ▪ Develop 2-3 year strategic plan ▪ Develop 1 year tactical plan ▪ 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 Compiles accurate records for review of data for budget and statistical analysis ▪ Ensures that reports and documentation for the Health Center are done accurately and on time ▪ Issues following reports <ol style="list-style-type: none"> 1. Patients visits and patients served 2. Doctors visits 3. Dental reports 4. Foster home and group home reports 5. Suicide/self harm reports 6. Travel reports 7. External reports e.g. RCMP 8. Maintenance work orders 9. Budget ▪ Evaluate program and service delivery e.g. Conduct client satisfaction surveys 		

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Responsibility: Manages, directs and supervises Center business operations				
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2. Employs quality management techniques to facilitate communications and measure, control and improve work practices, policies and procedures	<ul style="list-style-type: none"> ▪ Center processes are in control, being measured and optimized for performance ▪ All health care professionals, social service professionals and support staff are aware of the policies and procedures of the Board concerning work and administrative matters 	<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 ▪ Ensures that proper medical, administration and financial procedures are followed ▪ Conduct regular meetings with Center staff ▪ Develop and implement a communications plan to ensure all center staff are kept up-to-date 		

Name: Karen McDonald		Location: Cambridge Bay		Sheet # __ __
Responsibility: Manages, directs and supervises Center human resources				
Task	Standards & Deliverables	Goal / Objective	Authority / Decision Level	
1. Schedule professional and support staff	<ul style="list-style-type: none"> ▪ Center is covered for operational (professional and support staff) at all times to ensure provision of good client service 	<ul style="list-style-type: none"> ▪ Forecast staff requirements and recommend support staff allotment ▪ Assist with selection process for permanent and temporary support staff ▪ Assign work and on-call schedules ▪ Assign leave and holiday schedules ▪ Maintains and submits staff sick and leave requirements ▪ Negotiates with Board Office on and authorizes overtime ▪ Maintain complete and up-to-date employee time sheets ▪ Gets relief when staff are away 		

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Responsibility: Manages, directs and supervises Center non-professional human resources				
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2. Use performance management processes to ensure support staff performance, skills and competencies are meeting Center needs and promote teamwork with all professional and support staff	<ul style="list-style-type: none"> ▪ Support staff skills and competencies are in place to meet the human resource needs of operating the Center ▪ Center are working as a team and fully support each other to provide 	<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 education and training development plans for support staff ▪ Where appropriate, issue warnings and take disciplinary action in accordance with B performance plan criteria and grievance procedures ▪ Design Orientation Manual and provide orientation to all new staff ▪ 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 		