

## **HORIZON HOUSE JOB DESCRIPTION**

<b>Title:</b>	Administrative Assistant	<b>Department:</b>	Operations and Health Services
<b>Supervisor:</b>	Chief Operations Officer and Health Services Officer	<b>Effective Date:</b>	1/01/07 rev 01/2012
<b>Status:</b>	Regular full-time	<b>Grade: 15</b>	Non-Exempt

### **Summary:**

The Administrative Assistant for Operations and Healthcare Administration provides administrative and technical support for these two departments.

### **Essential Job Duties**

1. Provides administrative support to the Administrators for Health Services and Operations and their direct reports.
2. Has primary responsibility for typing, filing, organizing, copying, collating, shredding, data entry, faxing, mailing and preparing correspondence.
3. Develops and circulates employee and resident communication flyers.
4. Creates brochures and various other documents including but not limited to weekly Spiritual Care programs and song sheets, Nursing Services student packets, Social Services tour packets and Supported Living New Resident packets.
5. Maintains files for all contract providers to the organization.
6. Assists with Customer Service, Emergency Operations Plan, Quarterly Health Services and various other Committees, by providing support to include but not limited to preparing meeting materials, agendas and presentations, taking and producing minutes, scheduling rooms, services and attendance.
7. Assists with events including making room reservations and scheduling attendance, ordering equipment, arranging for decorations as well as preparing written material.
8. Assists with coordination of semi-annual health services uniform sales
9. Maintains the Private Caregiver database.
10. Assists with distribution, tracking and compiling of results for customer satisfaction surveys.
11. Assists with preparation of Balanced Scorecard
12. Maintains, and updates as necessary, the Emergency Operations Plan.
13. Maintains Policies and Procedures for Health Services.
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### **Secondary Job Duties**

1. Provide back up support to the Chief Executive Officer and Executive Assistant as needed.
2. Orders and maintains office supplies.
3. Participate on organizational quality improvement initiatives as requested.
4. Other duties as assigned.

### **Job Requirements:**

Must be able to relate well with seniors and maintain an awareness of and respect for residents' rights at all times. Must have excellent communication and interpersonal skills. Requires excellent telephone manner, and good command of English language. Must work well under pressure, be flexible, possess excellent organizational skills, have strong ability to multi-task and be capable of carrying out a project from start to finish with minimal direction. This position requires the ability to work independently on detailed and time-sensitive projects.

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#### **Confidentiality Requirements:**

Employee accesses, uses and/or discloses Protected Health Information, as defined by HIPAA, only to the extent minimally necessary to accomplish essential job functions. Employee practices appropriate safeguards to prevent unauthorized access, use and/or disclosure of PHI (paper, electronic and oral) within his/her work area.

#### **Experience/Knowledge/Education/Specialized Training Required:**

Minimum 5 years experience providing services to senior management staff. Minimum two year college degree or equivalent experience preferred. Computer skills are essential including full knowledge of Microsoft Office products (Word, Excel, PowerPoint, Access and Outlook). Experience with, database management software such as graphics programs, and familiarity with use of the Web is highly preferred. Typing 50 wpm. Previous administrative support experience in a senior setting desired. Experience in the non-profit sector (volunteer or professional), ideally in health services, operations, and/or marketing, a plus.

#### **Material/Equipment Directly Used:**

Telephone, photocopier, fax, desktop and laptop computer, scanner, printer, pager, voice mail system, LCD projector.

#### **Physical and Environmental Requirements:**

1. Able to remain seated without a break for periods of up to two hours.
2. Able to see, hear and speak adequately to perform the functions of this position.
3. Must successfully complete a pre-employment drug screening.
4. Tasks and procedures performed are not at risk for blood-borne pathogens.