



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale
Kingston Frontenac Lennox & Addington

Position:	Program Support Assistant	Competition Number:	2024-065
Hours of Work:	As Scheduled – Flexibility Required Days, Mon – Fri	Reports to:	Program Manager, Case Management
Vacancies:	One (1)	Hourly Rate:	Pay Band 3 \$ 23.74 - \$ 26.22
Job Status:	Casual (minimum of 1 shift per month required to maintain employment)	Union/Non-Union:	OPSEU/SEFPO Local 489
Location:	Kingston Frontenac Lennox and Addington area (as needed)		

Job Summary:

The Program Support Assistant provides administrative support to the Program Teams and agency psychiatrists. Incumbent is responsible for providing administrative and clerical support which includes records management, coordinating schedules, communication with team & clients and any other administrative services to support the delivery of clinical care that may be assigned.

Additionally, this role has responsibility to perform reception duties that include:

- Receives and directs phone calls to team members both internally and to workers cellular phones where appropriate
- Daily checking of voice mail messages for general office mailboxes and distribute appropriately
- Triage and coordinate communication between the team and clients
- Assist clients with answering their questions where appropriate
- Work with callers to relieve urgent situations or to temporarily manage them until other staff are available
- Answer phone queries about the program where possible and mail out/fax application/referral forms when appropriate
- Mail appropriate correspondence (including written consent – when accessing information) from other agencies and hospital settings
- Correspond with outside agencies when inquiring about confidential client material on when written consent is provided
- Fax outgoing mail where appropriate

Minimum Qualifications:

- Two-year Diploma in Office Administration.
- Two years' experience in the administrative field, healthcare background preferred.
- Current First Aid and CPR certificates an asset.
- Crisis Prevention & Intervention training an asset.
- French Language proficiency considered an asset.

Knowledge, Skills and Abilities:

- Strong interpersonal and communication skills.
- Excellent customer service skills with demonstrated ability to deal appropriately with sensitive situations and confidential information.
- Well-developed computer skills in the use of database, word processing, spreadsheet, dicta-typing, and communication applications; MS Office preferred.
- Understanding of medical terminology an asset.
- Detail oriented with demonstrated editing and proof-reading skills.
- Demonstrated problem-solving abilities.
- Excellent organizational and prioritizing skills, along with the ability to multitask in a fast-paced environment and observe deadlines.
- Ability to compile, prepare and maintain detailed records and reports accurately and efficiently.
- Ability to work autonomously as well as collaboratively in a team environment.

Please submit a resume and cover letter as one document only quoting **Competition Number 2024-065**
to: careers@amhs-kfla.ca

AMHS-KFLA strives to be a diverse and inclusive workplace. We encourage applications from all candidates who would contribute to the diversity of our community and enhance our ability to provide quality services to our clients.

We are committed to accessible employment practices. If you require an accommodation to fully participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs.