**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative Assistant

**Job Number:** SO-209

**NOC:** 1241

**Band:** 6

**Department:** Counselling Services

**Supervisor Title:** Director, Wellness Centre

**Last Reviewed:** February 25, 2020

**Job Purpose**

Triage student requests for appointments in order to provide timely and appropriate access to support for personal and mental health needs.

To provide administrative support to the Director, clinical therapists (7), consulting psychiatrist and student intern(s).

**Key Activities**

1. *Triage/Intake; 75%*
2. Respond to student requests for counselling services by explaining the intake process (either in person or by phone,) and determine the nature, urgency and severity of the presenting issue(s). Students present with a variety of personal, emotional and/or mental health issues.
3. Facilitate the intake process by managing the walk-in clinic, having students complete all the necessary forms, including the completion of an online client assessment questionnaire.
4. Schedule appointments with therapist, psychiatrist, intern or Director based on the nature of the request. When a student presents in crisis or appears to be emotionally unstable, provide appropriate reassurance and a timely appointment. Book on an urgent basis if deemed warranted, decide what options/resources would be helpful as an interim intervention and apprise Director. Knowledge of Trent and community resources and referral protocols required.
5. Manage electronic calendaring system comprised of 13 individual schedules as well as the collective schedule. Schedule client appointments, designate emergency sessions, and input team meetings. .
6. Accept and act on referrals from internal and external sources such as Housing Services, Academic Advisors, Faculty, Student Health Services, Accessibility Services and community agencies for counselling and/or psychiatric services.
7. Receive and act on a variety of messages (phone, in person, written, email) at times requiring consultation with the Director, psychiatrist and/or therapist.
8. *Administrative; 25%*
9. Provide administrative support to Counselling Services including reception and general office duties.
10. Coordinate all staff schedules and room allocation
11. Provide administrative support to the Consulting Psychiatrist ensuring that incoming referrals are in order. Complete all required forms including those for the Ministry of Health (MOH) for verification of valid Ontario Health Insurance Plan (OHIP), out of province health insurance or out of country (UHIP). Following the initial psychiatric assessment, respond to referrals by distributing copies of the assessment to the referring party.
12. Responsible for maintaining confidential files and records in accordance with the Personal Health Information Privacy Act (P.H.I.P.A.).
13. Ensure personal data for new and returning students is current and updated in an electronic database.
14. Respond to general inquiries from students, parents, staff, faculty and external community agencies providing accurate information on services and related campus programs.
15. Participate in the ongoing integration and coordination of services of the Student Wellness Centre (Health, Counselling & Accessibility).
16. As a designated VISA Cardholder (limit $2,000) comply with cardholder agreement. Approve Low Value Purchase Orders (LVPO) within designated limit ($750). Complete, authorize (limit $500) and process all departmental purchases.
17. Responsible for billing clients for missed counselling appointments or late cancellations and decide on fee waivers or reversals consulting with Director as needed.
18. Organize dates for and participate in bi-weekly team meetings including providing input on administrative procedures.
19. Designate and maintain control inventory of offices keys according to The Access Control Policy.
20. Maintain inventory of library books, CD’s, light therapy lamps. Research resources pertaining to student mental health and ensure a relevant and current supply of resources for campus services and community agencies is available. Keep information boards informative and relevant using various promotional materials related to Wellness and Mental Health.

**Education**

Undergraduate degree or college diploma (3 years) in psychology, sociology, social work, medical office secretary or related discipline. Training in the area crisis intervention preferred.

Training in issues of diversity such as cross-culturalism, gender sensitivity.

**Experience Required**

Minimum of two years’ related experience.

**Responsibility for the Work of Others**

Indirect Responsibility

Intern(s), Therapists

 - assist with onboarding of new staff

 - staff contact incumbent before/after office hours to report sickness/absences

**Communication**

Internal:

* Students - current, prospective and alumni
* Faculty - Professors, Teaching Assistants
* Wellness Centre (Health, Counselling & Accessibility Services)
* Housing Services (CRLCs, student dons)
* College Offices (Heads, Assistants, Senior Tutors)
* Finance Office
* TCSA, Student Health Benefits Office
* Registrar’s Office, Financial Aid

External:

* Parents of students, current and prospective
* Peterborough Regional Health Centre
* Women’s Health Care Centre
* Canadian Mental Health Association
* Kawartha Sexual Assault Centre
* Community Counselling & Resource Centre
* Fourcast Addiction Services
* Ministry of Health
* Provincial colleagues

**Motor/ Sensory Skills**

* Fine motor skills - Data entry, word processing
* Gross motor skills - Refilling printer, carrying boxes of supplies
* Sitting/Standing - Reception front line
* Auditory - Listening in person and on the telephone to students in distress; to others calling for information
* Visual - Assessing state of distress of students

**Effort**

Mental:

* Sustained attention - Frequent interruptions from clients/colleagues increase effort effectively multi-task
* Seeing - Observing behaviour of clients to determine disposition, reading body language
* Hearing - Intense listening to multiple requests for services, being attuned to indications of crisis, instability

Physical:

* Sitting/Standing - At reception, being available for students in need, be at desk to be able to answer phone in person
* Keyboarding required for word processing, data entry
* Lifting, carrying - Required to replenish supplies, move equipment as needed

**Working Conditions**

Physical:

* Muscle strain - Lifting boxes and materials puts stress on the back.
* Safety concerns - Limited exits from work area may increase risk/stress when dealing with agitated students.

Psychological:

* Conflicting priorities - Multiple simultaneous demands i.e. reception, phones, keyboarding.
* Interruptions - Requirement to respond to urgent request/crisis interrupts concentration and flow of daily activities.
* Crisis Intervention - Front line nature of position is demanding and stressful when dealing students who are upset, in crisis, angry, unstable.