

JOB POSTING

Position Title:	Administrative Assistant
Department:	Quality Improvement & Informatics
Reports To:	Director, Clinical Improvement & Informatics
Location:	Toronto
Status:	Regular Full-time
Posting Period:	April 9 – April 20, 2018
Competition Number:	2018-068

Health Quality Ontario is the provincial advisor on the quality of health care. With the goal of excellent care for all Ontarians, Health Quality Ontario reports to the public on how the system is performing, develops standards for what quality care looks like, evaluates the effectiveness of new health care technologies and services, and promotes quality improvement aimed at sustainable positive change. Visit www.hqontario.ca for more information.

THE OPPORTUNITY

Do you have a passion for excellence in customer service? Do your exceptional organizational and support skills help you and others thrive in a fast-paced environment? Do you want to join an exciting team that contributes to bettering the health of all Ontarians? Then come join the Quality Improvement Team at Health Quality Ontario. The administrative assistant will support the work of the Clinical Improvement and Informatics team, responsible for provincial priorities and approaches to quality improvement, as well as quality standards and clinically focused quality improvement. This position will provide a variety of administrative support, including (but not limited to) coordinating meetings, taking and preparing minutes, responding to email inquiries, supporting events and webinars, and managing contact lists. The successful candidate will be highly organized, deliver first class customer service and will thrive in a fast-paced environment.

WHAT CAN I EXPECT TO DO?

General Administration:

- Coordinates work of the Program Director, Manager and Team members, managing meeting and appointment schedules, coordinating meeting logistics, catering, teleconferencing and technology set-up requirements, preparing agendas and coordinating meeting follow-up.
- Prepares documents, correspondence, reports and presentation materials, managing sensitive and/or confidential materials, and developing document, program and reporting templates.
- Edits reports, documents and presentations ensuring graphs, graphics, and interactive components are incorporated as required and documents are printed and distributed.
- Manages incoming/outgoing mail including email, preparing and shipping materials as requested.
- Provides support for out-of-office meetings/conferences/events, arranging travel and accommodations, preparing itineraries and processing expenses.
- Order office supplies
- Responds to organizational priorities as required

Financial Administration:

- Manages credit card bills and expense claims for the branch, processing invoices and department charges and identifying and rectifying expense discrepancies and inaccuracies.
- Manages charges for events, external guests and external committee members.
- Manages attendance and vacation, records for team.
- Reconciles department budget, identifying areas of issue for Director Review and updating business plan documents as necessary (project specific).
- Determines and ensures the processing of travel reimbursements for external partners (e.g., Champions attending an education event).
- Establishes and maintains records of completed PAARs and employee expenses.

Event Management:

- Coordinates special event and workshop logistics, including venue bookings, invitations, registrations, technical support requirements and catering.
- Coordinates workshop materials and advertising/ poster presentations, collaborating with Communications representatives as required.
- Manages materials distribution and courier services support.
- Provides onsite support, preparing supplementary materials and resolving issues

Administrative Portfolio Support:

- Coordinates broader administrative tasks, collaborating with peers, coordinating activities and providing support.
- Back up to Executive Assistant to Vice President as required and assigned.
- Send emails on behalf of the director.
- Provides back up as needed to reception.

Internal/External Communications:

- Responds to external requests, liaising with external stakeholders (e.g., Steering Committees, Governing Councils, MoHLTC), ensuring messages/requests are clearly understood and communicated to relevant parties and determining issues for management review and resolution.
- Manages contact databases, program specific email ensuring information is current and readily accessible.

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:

- Business Administrative Diploma or related discipline from a recognized Community College.

Experience:

- 2-3 years' administrative experience within a health-oriented organization such that the incumbent is proficient in medical terminology. Experience including work related experience with the Government of Ontario or healthcare funded organization (e.g. hospital) preferred.
- Demonstrated ability to balance multiple priorities.

Technical Skills:

- Superior computer skills, with mastery in use of Microsoft Office software, including Word, Excel, PowerPoint, Project, Visio.
- Proficiency with WebEx, Go To Meeting, Go To Webinar and Adobe Connect
- Additional education in Quality Improvement e.g., Lean yellow belt
- Ability to code documents that track and store data.
- Understanding of health care and health system terminology.
- Superior or better verbal French language skills based on Ontario Government Standards is highly desirable.

Key Competencies:

- Excellent judgment in setting priorities, identifying issues and determining action required; adept at balancing major concurrent tasks and projects; flexibility and ability to work in a team environment.
- Excellent written and verbal communication skills; attention to detail.
- Strong organization skills; proven ability to respond to a wide variety of issues and deal with unclear situations and conflicting demands, seeking guidance for prioritization as required.
- Diplomacy and tact – the ability to deal effectively with colleagues, stakeholders, external service providers, regardless of their level of seniority in their organizations; proven ability to work with executives at a senior level; ability to maintain confidentiality.
- Professionalism and reliability – ability to complete tasks, as assigned, in a timely manner with high quality results.

Key Organizational Competencies:

- **Think Strategically:** Think broadly to build long-term success; understand health care system impacts and maintain internal alignment.
- **Develop People:** Grow leadership capacity by investing time and resources to attract, retain and develop people. Build skills.
- **Be Agile:** Quickly respond to and shape an ever-changing health care system. Adapt, navigate and thrive in changing circumstances.
- **Act as One Organization:** Align on and build consistent business processes; set standards to ensure effective, quality health care delivery.
- **Nurture Partnerships and Relationships:** Cultivate effective and influential working relationships (internal and external) and collaborate to achieve mutually beneficial goals. Work effectively across the system.
- **Build Credibility:** Take personal ownership for delivering results and adding value in every interaction. Continually earn our place as a critical player in the Health Care landscape.

Qualified applicants are invited to submit a covering letter and resume to HQORes@hqontario.ca by 4:30 p.m. on the closing date, quoting the above competition number as well as your name. We thank all candidates for their interest, however, only those selected for an interview will be contacted.

Health Quality Ontario is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Should you require accommodations during the recruitment and selection process, please contact Human Resources

For additional information on Health Quality Ontario, please visit our website at www.hqontario.ca.