

Georgina Nurse Practitioner Led Clinic

Job Description

Job Title:	<i>Lead Administrator</i>
Accountable To:	<i>Clinic Director</i>
Status	<i>1.0 Full time equivalent</i>
Date:	<i>February 16, 2021</i>

Position Summary

The Georgina Nurse Practitioner Led Clinic provides primary health care services to the residents of Georgina with outreach services to two local schools, two local shelters and Georgina Island.

The Lead Administrator's primary role is to direct the effective administrative functions of the Georgina NPLC. This position provides support and reports to the Clinic Director by ensuring that the day to day financial and human resource affairs and personnel administrative activities are undertaken in a timely and professional manner. This position will also provide support to the Board of Directors by producing administration and financial reports to the board.

The Lead Administrator will also provide administrative support to a team of Interprofessional healthcare providers. The Lead Administrator will also develop and implement financial processes and policies and procedures that are aligned with the overall objectives and strategic direction of the Georgina NPLC. The Lead Administrator will provide leadership, direction, supervision, problem solving, conflict resolution, relationship building, evaluation and general support to administrative staff.

Key Areas of Responsibility and Duties

- Is available to assist the Clinic Director with administrative activities to contribute to the efficient function of the clinic and the attainment of goals within the Vision and Values of the Organization
- Strong management, interpersonal communication and leadership skills
- High degree of accuracy and attention to detail with the ability to arrange priorities as necessary to perform tasks
- Excellent computer and social media skills and acts as back up for all necessary IT sources
- Advanced knowledge of Microsoft Excel, including the ability to analyze statistical data as required
- Strong knowledge of Microsoft Office (Word, Excel, PowerPoint) and bookkeeping software

Physical Premises

- Ensures that physical premises are maintained appropriately i.e., phone, computer and security systems are functional
- Contacts landlords or contractors with deficiencies of premises

Financial Responsibilities

- Work collaboratively with the Clinic Director in the development and monitoring of the agency's annual budget
- Assumes accountability for developing and implementing agency financial management policies and procedures
- Prepares and delivers accurate financial records to the Clinic Director for submission to the Ministry of Health and Long-Term Care and Board of Directors, as required
- Develop and maintain day-to-day financial records including general ledger transactions, accounts payable and receivables, payroll entries and reconciliations, ensuring that all financial transactions and payroll entries are aligned with legislative requirements
- Prepares cheques for vendors/staff/consulting physician for co-signature with Clinic Director, pays Receiver General for CPP, EI and taxes, distributes T4s and ROEs
- Prepare and make deposits with all supporting documentation
- Maintains accurate and current accounting of bank and investment accounts, ensuring a comprehensive audit trail
- Monitors clinic overhead, liaises with accountant as required, prepares financial statements for yearly audit
- Identify potential financial problems and assist in their resolution

Staffing

- Contact person for employee benefits package
- Supervises performance and does 3-month probationary review and annual performance review of non-clinical staff
- Assists in problem solving and conflict resolution of staff concerns
- Ensures a complete personnel Human Resources records file for all staff, contract physicians, students and volunteers
- Implement and maintain appropriate human resources and financial management information systems (including software and hardware) in order to track sick time, vacation time, and other leaves
- Provides a Record of Employment for all employees terminating their position and completes all other records required from Human Resources Development Canada
- Complete the T4 and T4 summaries for all employees.

Board of Directors Responsibilities

- Support the Board of Directors with administrative and financial reporting
- Prepares Board packages including agenda items as submitted by Board members.
- Prepares and distributes Board of Director Minutes of Meetings
- Responds promptly to all Board queries and/or concerns

Office Management

- Collaborates with the Clinic Director in developing and implementing agency personnel policies and procedures
- Oversee contract development on behalf of agency with vendors, contractors and suppliers, and assists with the development of RFPs
- Oversees purchasing of office supplies

- Oversees the Administrative Assistant in the preparation and distribution of Team Meeting agendas and minutes to all staff
- Oversee and administer the keys, security systems and phone systems for all staff by providing passwords and keys to team members, responding to security system or phone system inquiries and requesting reports from the security system vendor as required
- Order and maintain the required supplies and equipment in collaboration with other team members, ensures the office is kept neat and orderly, and oversees the general housekeeping contract with external provider
- Core trainer for staff re: EMR, phone, security and computer systems
- Maintains current knowledge of policy manuals, reading minutes of meetings and keeping up to date with organizational events, policies and changes.
- Creates new policies and procedures as required
- Maintain an organized system for filing and storage of contracts and documents pertaining to the operations of the organization
- Support health, safety and wellness in the workplace by participating in the Joint Health and Safety Committee as a Certified Worker representative
- Collaborate with members of the Joint Health and Safety Committee to implement workplace inspections, to communicate workplace hazards, and to provide input into policies and procedures pertaining to health, safety and wellness
- Plan, organize and participate in the administrative meetings
- Coordinate, record and distribute Georgina NPLC property to team members including computers, projectors, educational resources and other items
- Collaborate with the Clinic Director and health care team to coordinate and submit reports that are aligned with the MOHLTC reporting requirements in a timely manner
- Support and participate in a variety of projects or assignments as needed

Computer Skills

- Ensures staff are kept current on all software applications utilized by the clinic
- Excellent information technology skill including Microsoft Office (Word, Excel, PowerPoint), social media, Internet searches, and experience in payroll and bookkeeping software
- Other duties as assigned by Clinic Director

Confidentiality of Information

- Ensures adherence to the freedom of information act and protection of privacy
- Exercises reasonable care with caution in protecting confidential and sensitive information related to clients and personnel.
- Participates as the clinic Privacy Officer

The above duties are representative but are not to be considered all-inclusive.

Job Requirements

- Ability to work with current computer systems including Electronic Medical Record Systems
- Adhere to Occupational Health and Safety policies and procedures as per applicable legislation
- Adhere to all policies and procedures of the Georgina NPLC

- Ability to work flexible work hours, including evenings

Physical Demands

- Majority of time will be spent in direct administrative duties in the clinic
- Moderate: The position requires minimal physical effort and the workday comprises roughly equal amounts of standing, sitting and walking, with frequent position changes.
- Travel within the community may be requested

Qualifications

- Degree in related discipline (business admin or accounting from a recognized University with Canadian Accreditation or a combination of education and experience in the accounting field)
- Working towards or have obtained Certified Human Resource Professional (CHRP) designation
- At least 5 years management experience in an administrative position, preferably in a health care organization
- Excellent leadership, organizational, written and verbal communication skills including interpersonal and customer service skills
- Demonstrated ability to work independently and in a team environment
- Thorough understanding of and ability to apply current employment legislation (Occupational Health and Safety, Employment Standards Act, OHRC) and best practice HR procedures
- Excellent information technology skill including Microsoft Office (Excel, Word, Outlook and PowerPoint), Internet searches, Social Media platforms, website management
- Advanced knowledge of Microsoft Excel, including the ability to analyze statistical data as required
- Experience with payroll and bookkeeping software
- Ability to maintain information in confidence and respect sensitive information
- Experience with electronic medical record systems (Accuro, EPIC, Medeo, Ocean)
- Coaching or facilitation skills, an asset
- Ability to work flexible hours
- Current BCLS

Key Relationships and Interactions

Internal

- Clinic Director
- Board of Directors
- Interdisciplinary Professionals
- Collaborative physicians
- Functions as a member of the Georgina NPLC

External

- Patients
- Liaises with community agencies, other health providers and outside regulatory and accrediting agencies as required

Supervisory Responsibility

Administrative Team

Remuneration

Salary Range: TBD

Benefits: HOOPP pension and group benefits plan

Approved By:	Beth Cowper-Fung
Date Approved:	February 16, 2021
Reviewed:	Lisa Joyce

The Georgina Nurse Practitioner Led Clinic is an equal opportunity employer. Our recruiting and employment practices are in accordance with the Ontario Human Rights Code.