#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative Assistant

**Job Number:** SO-209 | VIP: 1230

**Band:** OPSEU-6

**Department:** Counselling Services

**Supervisor Title:** Assistant Director, Counselling Services

**Last Reviewed:**  December 20, 2024

#### **Job Purpose:**

The Administrative Assistant acts as the first point of contact for students, staff, faculty and external organizations while maintaining the day-to-day operations of the counselling clinic. This role provides administrative support to the Assistant Director, therapists, Urgent Care Counsellor, Mental Health Education & Wellness Strategist, student interns and student staff.

#### Key Activities:

##### Triage/Intake

* Verify eligibility of students who have booked appointments in the online portal. Communicate appropriately with students and offer alternative supports where appropriate.
* Support first-time students with all aspects of the intake process, such as completion of online forms.
* Complete preliminary triage of students in distress to determine urgency of needs. In an emergency, connect student with Campus Security and/or emergency resources and communicate with Urgent Care Counsellor and/or Assistant Director.
* Receive and process referrals from Health Services, SAS, Housing, Academic Advising and Residence Life Coordinators by contacting student with information on how to connect with a therapist.

##### Administrative

* Enhance and promote the profile of Trent Counselling Services by maintaining a welcoming and knowledgeable presence at the reception desk.
* Act as an administrator for the clinic’s electronic medical record (EMR) and client database. Format and maintain online booking portal and update staff schedules to allow for on-line bookings.
* Manage department email account by monitoring and responding to requests or forwarding to appropriate staff.
* Provide support for TCC facilitated groups/workshops. Collect names of interested students and ensure eligibility.
* Provide organizational support for staff and student events in the form of room bookings, scheduling, printing, purchasing, and promotion.
* Contact and reschedule student appointments in the event of staff absences.
* Responsible for document management and retention in accordance with the Personal Health Information Privacy Act (PHIPA)
* Maintains PHI stats and submits to the Director annually.
* Effectively manages approved departmental purchases on the VISA card, Amazon or Staples accounts.
* Maintains inventory of staff office keys and laptops.
* Responsible for inventory of wellness resources, including workbooks, SAD Lamps, and promotional materials.

#### Education Required:

* College diploma or certificate in medical office administration, office administration, social sciences, or related discipline.

#### Experience/Qualifications Required:

* Three (3) years’ general office experience in a health/wellness setting, including demonstrated knowledge of electronic records systems.
* Must be familiar with PHIPA regulations and compliance
* Strong customer/client service skills and orientation, with proven ability to respond to e-mails and telephone calls with warmth, tact, and diplomacy. Excellent telephone etiquette required.
* Competent in telephone-based triage. Training in SafeTalk or ASIST is considered an asset.
* Knowledgeable in matters pertaining to mental health and the purpose/function of counselling in supporting students. Knowledge of campus- and community-based wellness resources is considered an asset.
* Familiarity and/or training in diversity and equity, especially in relation to communicating with students and staff.
* Competent in effective use of social media for promotional purposes. Experience with graphic design software (e.g. Canva) is considered an asset.

**Job Evaluation Factors:**

##### 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.