

**SUPPORT STAFF PERSONNEL QUALIFICATIONS AND DUTIES****CHILD GUIDANCE SECRETARY****1. Position Summary**

Under the general supervision of the Child Guidance Clinic Area Service Director performs student records, accounting, secretarial and administrative duties including coordinating work assignments of assistant secretary. Assist staff, students, parents, outside agencies and visitors.

**2. Duties****(a) Receptionist/Public Relations**

- Answer incoming calls, assess urgency of callers' requests, screen and relay messages, receive visitors, answer callers' requests in accordance with Division policies and procedures of the Child Guidance Clinic and coordinate appointments.
- Orient and assist clinic personnel.
- Answer incoming calls, screen and relay messages, receive visitors for scheduled building events.

**(b) Computer Functions**

- Set up and maintain student records and produce reports on all active cases.
- Word process items such as: compose routine correspondence, memos, letters, reports, minutes, purchase orders, agendas, assessments, maintenance requisitions, and special projects.
- Prepare reports such as daily and weekly employee management reports and highly sensitive and confidential information.
- Produce annual Manitoba Education forms.

2. **Duties**

(c) Office Management

- Set up and maintain files on each case, record decisions of unit meetings in appropriate files, and ensure the security of confidential files.
- Open, sort and direct incoming mail.
- Order, maintain and distribute supplies, and stamps.
- Collect and reconcile various accounts.
- Deliver materials such as: confidential files, monies and reports to and from the main clinic.
- Prepare case review for each clinician including co-ordinating files for each clinician and preparing follow-up list.
- Screen incoming referrals for complete information.
- Maintain student and clinician statistics.
- Record absenteeism, conferences, etc. and requisition all supplies and test materials for clinicians and Child Guidance Office.
- Train and direct assistant secretary and clinic personnel
- Liaise with outside contacts.
- Program voice mail and train personnel on use.
- Reconcile cash receipts, cash disbursements and annual financial statements.
- Coordinate CPR training for instructors and divisional staff.
- Photocopy

2. **Duties**

(d) **Inventory**

- Organize and maintain detailed records of office inventory such as all equipment, machines, and office supplies.
- Record data in computer.
- Run inventory reports for insurance audit purposes.

(e) **Other Duties**

- Attend to emergent situations in absence of Area Service Director.
- Attend to emergent situations in absence of the building manager.
- Supervise at-risk students in the office area as required.
- Manage office petty cash account.

3. **Education**

- Grade XII
- 1 year Administrative Assistant Course or equivalent to attain knowledge of word processing, keyboarding, basic accounting.
- Typing 60 wpm.
- Use of office equipment such as computer, multi-line phone, voice mail, calculator, photocopier, fax machine.
- Knowledge of PHIA & FIPPA Acts.

4. **Experience**

- 2 to 3 years previous experience, plus 2 year on-the-job training which includes in-house computer training.

5. **Physical Demands**

- Intense visual and mental concentration, eyestrain from computer and sitting for long periods of time.
- Unpack office supplies, as required.

6. **Working Conditions**

- Exposure to noise and frequent interruptions with conflicting demands and deadlines
- Occasional after hour attendance at educational seminars is required.