
2750 East 18th Avenue, Vancouver, B.C. V5M 4W8 Tel: 604-434-9101 Fax: 604-434-9938

Position Title: Program Assistant – Heartwood House

Position Status: Permanent part-time

Hours of Work: 15 hours per week

Wage and Salary Range: (Grid Level 10) \$18.15– \$21.14 per hour

Current Location: Vancouver

Employee Group: Included – CUPE 1936

Reports To: Clinical Director

Anticipated Start Date: September 2018

This position is open to male and female applicants. TCF is an equal opportunity employer and welcomes applications from minority groups. This position requires maintenance of a satisfactory criminal record check, and union membership.

Closing Date

Please send resume and cover letter attention to Julie Desroches at julie.desroches@childrens-foundation.org or fax 604-434-9938 by July 12, 2018.

Attachment – Job Description

1P11 Program Assistant

Supervisor: Heartwood House Clinical Director

Classification: Integrated Job - Administrative Assistant 3 & Early Childhood Educator Assistant

Grid: 10

Job Summary

We are a multidisciplinary clinic providing clinical diagnostic assessments for children. The role of the program assistant will include supporting the psychologists and physicians in all aspects of patient booking and care.

The Program Assistant provides administrative assistance and clinical support to the Heartwood House Child Assessment Team program. She/he works closely with team physicians and psychologists in scheduling appointments, coordinating assessments, interfacing with families and providing follow up services.

Key Duties and Responsibilities

1. Receive and triage referrals with the child assessment team
2. Sending out questionnaires and following up to ensure they are received prior to appointments
3. Collection of background information and pre-filling report templates
4. Managing all client/patient files (electronic and paper)
5. Scheduling and booking of appointments
6. Telephone and electronic communication with families, schools, community agencies, other professionals, etc.
7. Management of report distribution, communication with other programs, pharmacies, doctors' offices, schools, etc.
8. Child care support during appointments
9. Ensuring that families feel welcomed and comfortable while they are attending appointments here (greeting families, escorting them to Heartwood, offering tea and coffee/snacks).
10. Ensuring that there are toys and food for children and family
11. Parent support for completion of forms, accessing services, etc.
12. Management, re-ordering, photocopying of test materials
13. Scoring assessment protocols
14. Submitting invoices to TCF for private ASD assessments
15. Compiling and submitting billing to billing assistant

Education and Experience Requirements

- Grade 12, plus completion of one (1) year program in secretarial training, business, office or medical office administration.
- Computer skills including Word, Excel and Outlook
- Three (3) years related experience. The three years could be combination of education, training and experience.

Additional Skills and Abilities:

- Must possess excellent analytical, organizational, and communication skills.
- This position requires excellent people skills, the ability to work with a wide variety of families, some who have significant complexity.
- Must be able to organize and prioritize work, be proactive, take initiative, resolve problems, follow through and simultaneously manage multiple priorities to ensure goals are met in a timely manner.
- This job is multifaceted and requires flexibility to move from task to task.