

# **REGIONAL HEALTH AUTHORITY**

## **JOB SPECIFICATION & DESCRIPTION**

### **JOB SPECIFICATION**

**JOB TITLE:** Administrative Assistant

**DIVISION:** Regional Office

**DEPARTMENT:** General

#### **ROLE AND CORE FUNCTIONS OF JOB:**

- Under limited supervision, provides day to day co-ordination and administrative support to the Head of Section.
  - Acts as a liaison between the Head of Section and other senior management personnel and external parties.
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#### **Educational Requirements:**

**(a) Specific Knowledge (however acquired) Required to Start:**

- Knowledge of database management, word processing, spreadsheet and/or presentation software.
- Working knowledge of office protocols, principles and practices
- Knowledge of sound customer service principles and practices
- Knowledge of the operations of the Ministry of Health and the Regional Health Authority

**(b) Qualifications and Experience:**

- Bachelor of Science Degree in General Management or related area

**PLUS**

- Two (2) years' experience at a management support level
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**1. Required Skills and Specialised Knowledge:**

- Highly developed organizing and co-ordinating skills
  - Ability to use independent judgement and to manage and impart confidential information with tact and diplomacy
  - Ability to communicate effectively both orally and in writing.
  - Ability to record minutes
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**2. Special Conditions Associated with the Job:**

- Numerous critical deadlines.
  - Frequent exposure to video display terminals.
  - May be required to attend functions and meetings off site
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**JOB DESCRIPTION****REPORTING RELATIONSHIPS****Supervision Received From****A. Directly**

Head of Section

**B. Indirectly**Director/Managers/Officers in the  
Department**Supervision Given To:****(a) Directly**

None

**B. Indirectly**

None

**Liases With:****Internally:**

Department Heads  
 Staff at various levels  
 Regional Heads  
 Board Members

**Externally:**

Ministry of Health  
 Government Agencies  
 Non-Government Organizations  
 Other Statutory Boards

## DESCRIPTION

### **Responsibilities and Duties:**

1. Serves as a primary point of direct administrative contact and liaison with other offices, individuals and external institutions and agencies on a range of specified issues. Organizes and facilitates meetings and other events as required.
  2. Manages and directs telephone and e-mail communications to facilitate the most appropriate responses and actions. Provides accurate and reliable information to enquiries.
  3. Performs research analysis on specific issues as required, and independently prepares non-routine letters and/or reports, which may be highly sensitive and confidential in nature.
  4. Prepares and analyzes Gantt Charts depicting leave schedules for the Department.
  5. Sorts and distributes incoming and outgoing correspondence and prepares or facilitates timely responses as required.
  6. Establishes, maintains and updates files, personnel database and records and facilitates the retrieval of information.
  7. Attends Board Sub-Committee meetings and Senior Management meetings and performs the function of recording secretary. Undertakes research on matters arising out of meetings and new matters to be tabled at subsequent meetings and provides reports as required.
  8. Requisitions supplies, maintenance and other services for the department.
  9. Maintains the calendar for the Head of Section.
  10. Secures confidential documents, directs them to the appropriate persons and that strict confidentiality is maintained in the execution of duties.
  11. Performs other related duties as assigned.
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**Authority:**

- Serve as a liaison between the Head, other departments and external agencies.
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**Performance Criteria:**

This job is satisfactorily performed when:

- Timely and accurate responses to correspondence and verbal enquiries are effected
  - Confidentiality is preserved
  - Records are up-to-date and easily retrievable
  - Administrative functions of the Department are performed with efficiency
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