

REGIONAL HEALTH AUTHORITY

JOB SPECIFICATION & DESCRIPTION

JOB SPECIFICATION

JOB TITLE: Senior Secretary

DIVISION: Executive Office

DEPARTMENT:

ROLE AND CORE FUNCTIONS OF JOB:

- To provide secretarial support to the Regional Authority's Medical Unit.
 - The efficient use of requisite organisational infrastructure to support and ensure the successful achievement of the Regional Authority's objectives.
 - To manage the operations area of the Authority's office functions ensuring efficiency in areas such as secretarial functions.
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Educational Requirements:

(a) Specific Knowledge (however acquired) required to Start:

- Working knowledge of office protocols, principles and practices.
- Sound knowledge of government legislation regulating the operations of the Ministry of Health and Regional Health Authority.

(b) Qualifications and Experience:

- English at the CXC or GCE level
- Completion of Certificate in Administration Management (CAM2)
- Typing speed at 55 wpm and shorthand at 100-120 wpm or Certificate Professional Secretary Accreditation/Secretarial Diploma from an accredited institution, with English and the required typing speed

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- A minimum of 4-5 years' experience at a management support level.
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(c) Required Skills and Specialised Knowledge:

- Excellent time management skills.
- Well developed human relations skills.
- Ability to communicate effectively both orally and in writing.

(d) Special Conditions Associated with the Job:

- Numerous critical deadlines.
- Frequent exposure to video display terminals.

JOB DESCRIPTION

REPORTING RELATIONSHIPS

Supervision Received From: Senior Medical Officer

Nature of Supervision Received: Direct Supervision

Supervision Given To:

(a) Directly	Nature of Supervision
None	
(b) Indirectly	Nature of Supervision
None	

Liases With:

Internally:	Externally:
Heads of Divisions	Clients / Patients Insurers Suppliers/Maintenance Contractors

JOB DESCRIPTION

Responsibilities and Duties:

1. Updates of the Authority's filing systems and retrieves and replaces files as stipulated in the established procedures.
 2. Assists with the Storage and disposal for different categories of files, ensuring correct and detailed recording of files.
 3. Sets and maintains a professional and productive work atmosphere and appropriate behaviour.
 4. Follows the established administrative systems in place to provide for the efficient opening, distribution, timely responses and dispatch of outgoing correspondence.
 5. Manages and directs telephone and e-mail communications to ensure the most appropriate responses and actions. Provides reliable information to callers and correspondents.
 6. Follows up outstanding responses from Finance-Director and Managers within the unit, to correspondence and assignments required to complete files for staff.
 7. Types and submits correspondence and reports on a timely basis or against agreed frequency schedules established.
 8. Files as dictated by the established filing system reports and correspondence on a timely basis to allow so easy retrieval.
 9. Organises schedule of meetings/appointments for Medical Officers ensuring that background papers have been prepared as necessary.
 10. Prepare Monthly Reports, Claims, Doctors Rota, Leave Statements, Performance Evaluation Reports, Statistics for Medical Officers
 11. Attends in-house meetings and performs the functions of recording secretary.
 12. Ensures that all confidential documents are secured and directed to the appropriate persons.
 13. Ensures that strict confidentiality is maintained in the execution of duties.
 14. Performs other related duties as assigned by the Medical Officers and Paramedics.
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Authority:

- Receive goods against approve purchase orders on behalf of the Authority against set criteria.

Performance Criteria:

This job is satisfactorily performed when:

- Audits reveal an internal environment operating at optimal efficiency within the Authority.
 - The organisation's public image is enhanced through effective office management practices.
 - Staff within the Office Management unit is motivated and a harmonious organisational climate is fostered.
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