**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Administrative Assistant to the Manager, Clinical Learning

**Job Number:** A-337 | VIP: 1231

**NOC:** 1241

**Band:** 6

**Department:** Trent/Fleming School of Nursing

**Supervisor Title:** Manager, Clinical Learning

**Last Reviewed:** May 25, 2022

**Job Purpose**

Reporting directly to the Manager, Clinical Learning, the Administrative Assistant will provide project and administrative support to the Manager, Clinical Leaning, supporting the TFSON: Trent Simulation Hub team and the Placements team. The administrative assistant performs various administrative, clerical and technical duties related to the operation of the Hub and clinical placements.

**Key Activities**

*Administrative Support;*

1. Assist in managing resources:
   * Rooms
   * Inventory: consumables and equipment
   * Personnel
   * lab schedules
   * CPR schedules
   * Simulation schedules
   * Class/ clinical list
   * User privileges
   * Patient actors
   * NARs Clinics
   * TFSON: Trent Simulation Hub affiliation agreement renewal
2. Creates and monitors administrative Portal for CLC with Heart and Stroke Foundation to keep electronic files for CPR courses
3. Responsible for organizing and distributing relevant equipment and materials for the TFSON Simulation Committee
4. Organizes the Hub shared folder documents
5. Works with the Manager of Clinical Learning to support the patient actor program, including tracking patient actor's hours and honorarium forms.
6. Creates, organizes and maintains electronic copies of inventory supplies and quotes
7. Updates Nursing calendar with pertinent CLC events
8. Support NVCI, including creating class rosters, certificates and data entry
9. Supports Hub team with scheduling in Outlook Calendar
10. Supports the Placement team with scheduling computer training
11. Supports the logistical organization of NARS related clinical Supports the TFSON; Trent Simulation Hub Senior Demonstrator with tracking student missed labs and registration for open labs
12. Can provide administrative support to the Clinical Placement Assistants
13. Uses access database to track student charges for Hub related services and send a list of monthly accumulated payments to student accounts
14. Creates and maintains a cycle plan for the position

*Communications;*

1. Acts as contact for patient actors, both current and potential.
2. Maintains the Hub information boards (electronic and traditional) and displays by posting and updating information related to faculty/staff and student job opportunities, events, conferences, research funding, etc.; publishes information emails for faculty/staff and students to Blackboard
3. Maintains and responds to TFSON: Trent SImulaiton Hub emails

*Planning and Coordination;*

1. Co-ordinates infrastructure support (space, catering, parking, cleaning, audio-visual equipment, and teleconference) for Hub events and meetings

*Other;*

1. Other related duties (as assigned) do not account for more than 5% of the total responsibilities.

**Education**

College Diploma (2 years) in Office Administration, Executive or Business Administration or related field.

**Experience Required**

* Three years of experience in a related field, such as a professional or academic office environment
* Intermediate computer skills and experience including Word, Excel, Powerpoint, Outlook and Blackboard, including excellent keyboarding skills
* Excellent interpersonal, verbal, and written skills with the ability to interact well in a positive manner, using tact and diplomacy, with students, faculty and the community
* Demonstrate ability to take the initiative, use good judgment, and work independently and as a team member in a complex and multi-faceted work environment.
* Demonstrate ability to be discreet and maintain confidentiality.
* Strong time management and decision-making skills. Able to prioritize workload efficiently and balance competing priorities.

**Job Evaluation Factors**

**Responsibility for the Work of Others**

Indirect Responsibility

* Maintain up-to-date calendars of the Hub and the Manager of Clinical Learning
* Ensures student TWSP workers fill out proper payroll paperwork

**Communication**

Internal:

* Students - looking for professors, dropping of assignments, looking for specific rooms/ location of Hub activities
* Computer Services - instructions email, webpages, computer problems
* Food Services - catering arrangements
* Registrar's Office - timetabling, course lists
* Science facilities manager - maintenance, repairs, room bookings, equipment, security
* Printshop - printing jobs, order Hub supplies

External:

* Patient Actors - answer questions, schedules timeslots/ shifts
* Office Supply Company - questions about orders
* Technical – liaison with Software and hardware support outside of university

**Motor/ Sensory Skills**

* Dexterity - Word processing, calculator
* Fine motor skills - Using a mouse
* Dexterity - Replacing paper, toner, clearing paper jams on a photocopier, use of electronic scanner
* Coordination - Walking, climbing stairs
* Hearing - Responding to telephone and people in the Office (students, faculty, public), multi-tasking – doing one job while being aware of events happening in the immediate area
* Visual - All aspects of the job

**Effort**

Mental:

* Sustained concentration - Proofreading, compiling data, constant interruptions
* Ability to multi-task when required
* Multiple competing demands, deadlines - Support Clinical learning Manager, TFSON: Trent Simulation Hub staff, Clinical Placement staff, TFSON support staff, and faculty with competing tasks

Physical:  
Bending/Kneeling - Filing

* Walking, climbing - Photocopier, Printer, Meeting room(s), faculty offices, storage facility
* Standing/stretching - photocopying, filing, shredding, reach upper shelves in Office
* Upper body strength - Moving and setting up equipment, office supplies, boxes of archives, recycling

**Working Conditions**

Physical:

* Fatigue – frequent interruptions, continuous re-prioritization of work, moving between working locations (desk, print/mail room, meeting room location(s) and faculty office(s)

Psychological:

* Disgruntled students - denied entrance to Hub activities, cancelled Hub activities, student accounts issues
* Constant interruptions - Walk-in (students, faculty, public), telephone
* Agitated students - Coordinators or Professor not readily available
* Stress Resolution - Picking up on emotional stress of students and co-workers to alleviate a potential situation
* Frustrated staff with equipment and/or software applications - Printer/photocopier not performing properly / requiring service,
* Microsoft products (Word, Excel, Powerpoint etc.) formatting, functionality, and how-do-I's limitations that need immediate assistance