
Rehabilitation and Administrative Assistant

Job Description

This position is set to start as soon as possible and is a one-year contract. The role is split between two functions:

Rehabilitation Assistant:

Purpose:

Within the context of an intensive case management service:

- To assist in the delivery of individual living skills programs
- To coordinate social/recreation programs
- To assist individual clients with community living based on the clients' rehabilitation/recovery goals outlined in their Recovery/Service Plan

Responsibilities:

- One on one and group activities as assigned to meet purpose
- To maintain accurate data tracking re: visits/attendance and clinical documentation
- To purchase program supplies and small equipment needed while maintaining program/activity cash floats
- To ensure safety and cleanliness and supply stocks in all clinical areas of the program
- Other duties as assigned by the Clinical Director

Administrative Assistant:

Purpose:

As part of a small team responsible for the management of the Administrative Functions of the Organization:

- Managing the flow of clients and visitors in the reception area
- Record Management- all confidential client files and statistical reporting
- Being the designate for troubleshooting problems within the office
- Providing Executive Administration services for the Executive Director, Clinical Director, Lead Psychiatrist and Accountant.

Responsibilities:

- Greet visitors and clients, ensuring timely flow of appointments by advising staff of arrivals
- Answer or redirect general inquiries in person, by telephone and via email; direct calls and messages to all staff
- Receive and distribute incoming mail, faxes and deliveries; prepare outgoing mail, faxes, and courier shipments
- Receive cash payment for registration of clients in various activities
- Maintain chart room and reception area including complete clinical chart filing on a timely basis
- Support distribution of client payroll bi-weekly
- Manage accurate records for activity expense floats
- Organize storage areas and maintain general order/neatness of the office common areas, meeting rooms and work areas
- Monitor and troubleshoot office equipment breakdown and building maintenance, arrange for maintenance as needed.

- AM/PM Duties involving opening and securing the office, ensuring all charts are secured
- Other duties as assigned by the Leadership Team

Job Qualifications & Requirements:

- Post Secondary Education; College-level training in personal support work, rehabilitation assistant, social service worker or related field plus up to 1 year of current working experience in a related field
- Up to one year of experience working with adults with serious mental illness is preferred
- Strong organizational, multi-tasking skills and attention to detail
- Excellent written and verbal communication skills
- Ability to solve problems and seek guidance when appropriate
- Ability to communicate and deal effectively with difficult conversations and situations
- Ability to function in a stressful environment while maintaining professional demeanor
- Excellent telephone, data entry/computer systems skills and word processing skills – including proficiency in Microsoft Office Environment (Word, Excel, PowerPoint, Publisher, Outlook) and internet and ability to learn new programs such as CRMS – Client Record Management System
- College-level training in personal support work, rehabilitation assistant, social service worker or related field
- A valid driver's license and access to an insured vehicle

Assets:

- Sensitivity to working with mentally ill people
- French language skills would be considered an asset

Accountability:

Both components of the role are accountable to the Clinical Director

Job Type: Full-time Contract, 35 hours/week

Salary: \$16.00 to \$18.50 /hour