



**North Eastman Health Association Inc.  
Job Description**

**Office Supervisor - Primary Health Care Centres**

**DRAFT**

**Position Summary**

The Office Supervisor, Primary Health Care Centres is responsible for the administrative functions and operations of all Primary Health Care Centre Offices within the region, ensuring the administrative and office services are delivered in an efficient and effective manner. Providing direction, leadership and supervision to all the administrative staff, including overseeing the billing, scheduling and client registry at each location, monitoring of budgets, ordering supplies and active participation in ongoing improvements initiatives. The position of Office Supervisor – Primary Health Care Centers functions in a manner consistent with, and supports the Mission, Vision and Values of the North Eastman Health Association.

**Reports To:** Vice President – Medical Services

**Union:** Non Union

**Location:** Corporate Office - Pinawa

**Supervisory:** The following classifications report to the incumbent:

- Receptionist
- Receptionists/ Typist
- Receptionists/ Medical Record Clerk
- Health Information Clerk

**QUALIFICATIONS:**

**Education & Experience**

- Grade XII graduate.
- Knowledge of day to day operations in a medical clinic.
- Education in Human Resource Management or a combination of experience and education may be considered.
- Demonstrated management experience.
- Computer literacy in word processing and spreadsheet applications, preferably Microsoft Office.
- Knowledge of electronic scheduling and billing an asset.
- Valid driver's license and vehicle are required.

**Knowledge, Skills & Abilities**

- Demonstrated oral and written communication skills.
- Ability to work with a variety of sensitive information and to maintain confidentiality.
- Ability to work independently and handle a large volume of work with a minimum of supervision.
- Ability to maintain positive working relationships in a team based working environment.

- Good physical and mental health to meet the demands of the position.

**POSITION DUTIES AND RESPONSIBILITIES:**

- Oversees day to day operations of the Primary Health Centre Offices.
- Supervises Health Centre office staff at all Primary Health Care Centres.
- Orientates and trains new office staff.
- Provides replacement for staff when necessary.
- Ensures that month end variance reports are prepared and submitted on a timely basis.
- Works with Information Services to implement an electronic scheduling, billing and client registry program regionally.
- Submits statistical information as required.
- Assists in the standardization of documentation within the clinics regionally.
- Conducts performance appraisals as outlined in the NEHA policy manual.
- Assists the Vice President – Medical Services on special projects and reports as may be required from time to time.
- Works with Medical Records Clerks and Health Information Clerks to ensure the principles of the Personal Health Information Act are adhered to.
- Understands the principles of infection control and works with the reception staff to ensure these principles are practiced in the clinical setting.
- Contributes to the development of policies and procedures to meet the needs of the Primary Health Care Centre operations and services.

**Workplace Safety and Health**

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**Patient Safety**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
- Other duties as assigned.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Director/ Manager

Approved by: \_\_\_\_\_ Date \_\_\_\_\_  
Vice President/ CEO

Reviewed by: \_\_\_\_\_ Date \_\_\_\_\_  
Director, Human Resources