



## **Receptionist/Coordination of Home Support Program**

**(Temporary full-time replacement July 2022 – INDEFINITE)**

**Reporting to:** Executive Director

### **Summary of Functions:**

Participates in the efficient operation on all non-nursing aspects of the organization, including Reception and Coordination of Home Support Program

### **Receptionist**

1. Acts as Administrative Assistant to Executive Director
2. Takes incoming calls from clients, families, community partners, health care professionals...; answers inquiries and redirects internally or externally as needed; prioritizes requests
3. Welcomes walk-in visitors / delivery personnel
4. Maintains medical/senior/community news boards in office
5. Monitors info emails to NOVAVI and forwards/prints as needed
6. Manages attendance and waiting lists (bereavement groups, fundraising events, meetings...)
7. Prepares ID badges for new staff and volunteers
8. Maintains volunteer database and files
9. Gathers database statistics once a month for Executive Director and communicates database info to Volunteer Driver Coordinator
10. Maintains Carousel Program Database
11. Assists in Fundraising activities
12. Directs office volunteer in required tasks

### **Coordination of Home Support Program**

1. Performs initial telephone assessment of client and family needs, discussion of HHA's role, billing process as well as support in accessing other community services
2. Hires new Home Health Aides
3. Assigns Home Health Aides with goal of providing continuity of service
4. Delegates tasks to Home Health Aides based on individuals' skills and competencies
5. Communicates pertinent details of case, special needs and tasks to Home Health Aides on an ongoing basis
6. Handles clerical responsibilities of program including but not exclusive to: verification of bill payments, statistical reporting, scheduling, sick calls, absent replacements and other responsibilities

7. Provides appropriate data & co-coordinates to HR/Payroll with regards to payroll
8. Provides appropriate data & co-coordinates to Accounting Technician with regards to billing procedures
9. Outlines and documents scope of service delivery (care plan) to Home Health Aides for each client
10. Reports to ED any notable and/or critical incidents
11. Evaluates and monitors ongoing health needs and assists clients and families to obtain services from other resources as needed (done in conjunction with primary nurse if on nursing service)

**General Requirements:**

- Demonstrates excellence in communication and interpersonal skills
- Is an effective organizer with the ability to conduct many simultaneous activities
- Maintains absolute confidentiality of all aspects of employment, of staff relations, and of patient/family information
- Promotes charitable role of the organization
- Is able to work well independently and as a team player

**Qualifications:**

- Knowledge of NOVA's mission and programs an asset
- Experience in medical/ nursing environment an asset
- Computer skills: Microsoft Office Suite
- Bilingual: English & French
- Experience in program coordination an asset

Please submit your CV by July 1<sup>st</sup> to [mfjuneau@novawi.org](mailto:mfjuneau@novawi.org)  
Annual salary: \$35,000 - \$45,000  
Start date: July 2022