

POSITION DESCRIPTION

09-AR05-02

PART I - IDENTIFYING DATA

Position No: 102490
Working Title: Secretary/Receptionist
Incumbent: Vacant
Supervisor's Name:
 Title: Regional Social
 Worker
Position No.: 15-652

Department: Health & Human Resources
Branch/Unit: Regional Services
Location:
Date Position
Description Completed: July 12, 1990

PART II

SUMMARY (broad statement of why position exists):

To provide backup support services to clients and staff by managing the daily operations of area social service office.

A. Duties and Responsibilities

1. Major function - the single most important activity or responsibility required (describe what is done, why it is done, and how it is done):

Acts as nerve centre for the office, coordinating activities, organizing and managing the daily operations of the office by:

A. Acting as receptionist by:

- greeting incoming clients and resource people;
- ~~assisting clients in completing appropriate forms.~~
- setting the tone for the office, making people feel comfortable;
- providing information of departmental programs, and services. Also helping with inquiries for other programs, such as family allowance, CPP, OAS, Pioneer Grants, etc.;
- books appointments, and manages schedules for fellow workers.
- answering phones, taking messages for staff when they are unavailable.

B. Acting as secretary by:

- typing and filing of all documents including legal documents, case files, reports and any other written material, maintains and keeps files up to date;
- manages highly confidential material such as personnel files, adoption files, etc.;
- picks up, distributes and otherwise manages the mail;
- orders office supplies;
- keeps petty cash;
- operates computer terminal;
- coordinates travel for area office staff, including area social worker, C.A.W., and Social Worker Trainee;
- makes recommendations and suggestions to improve office functions;

Approximate percentage of job time major function is performed: 100 %

2. Other principal activities, (describing for each what, why, and how, and approximate percentage of job time required rounded off to the nearest 5%, e.g. 20%):

3. Examples of additional activities which may be performed from time to time:

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position?

One Month

B. Problem-Solving and Decision Making

1. a) List any Acts, Regulation, and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the position's functions: (e.g. Motor Vehicle Act, Business Corporations Act).

- Yukon Government Regulations and Policies

- Departmental policies and procedures

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

- Improvements of administrative activities in the office and other office staff.

- Requests for emergency service from clients in need.

b) Who normally makes the final decisions with respect to those recommendations?

Regional Social Worker.

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

- Books appointments and managing daily operations

- Setting own work schedule

- Assessing nature and urgency of assistance required.

b) What is the direct impact of those decisions?

- Directly affects efficiency of other staff and delivery of service
- Basic needs of clients served

Freedom to Act

1. Describe the way in which this position receives direction:

Daily from supervisor.

2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?

- Social Assistance Act/Transient Policy
- Y.T.G. Policies
- Departmental policies and procedures

3. How is the work of the position normally checked or evaluated?

- Work is supervised on an ongoing basis
- Annual evaluations

4. What types of decisions are normally referred to the supervisor?
(Give examples).

Double bookings
Emergency cases

1. Financial Accountability

1. Program dimensions:

a) Annual Budget (for unit under the direct control of the position):

| | |
|-------------------------------------|----|
| Fiscal Year: | \$ |
| Annual Payroll: | \$ |
| O/M Budget (excluding payroll): | \$ |
| Capital Budget (excluding payroll): | \$ |
| Revenues: | \$ |
| Recoveries: | \$ |

Who prepares this budget?

What is the position's accountability for budget once allotted?

b) Does position have authority/ability to reallocate resources?

c) Signing authority levels:

- delegated spending authority (under what section and for what amount):

2. Other expenditures or revenues influenced by this position and how.

E. Management/Supervision of Human Resources

X 1. No supervisory duties.

___ 2. Supervisory duties.

a) No. of positions supervised directly: _____ Permanent
_____ Aux/Casual
No. of positions supervised indirectly: _____ Permanent
_____ Aux/Casual

b) Nature of supervision:

- ___ a) show colleagues how to do tasks
- ___ b) train other employees in work procedures
- ___ c) assign work and review in quality/quantity
- ___ d) establish work priorities and schedules
- ___ e) change duties and responsibilities
- ___ f) participate with supervisor in employees' performance evaluations, or
___ formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
- ___ g) recommend appointment or rejection upon completion of probationary period.
- ___ h) interviews employees with attendance or performance problems
- ___ i) acts as first formal step in the grievance procedure
- ___ j) interviews candidates for vacant positions in the unit
- ___ k) give opinion to supervisor on selection of new employees, or
___ make final decision on selection of new employees
- ___ l) other

F. Key Personal Contacts

| <u>Who</u> | <u>Purpose</u> | <u>Frequency</u> |
|-----------------|---------------------------------|------------------|
| Clients | information, books appointments | Daily |
| Resource people | information exchange | Daily |

G. Tools, Equipment, or Machinery Used

| <u>Name</u> | <u>Purpose</u> | <u>Frequency</u> |
|-------------------------|-----------------------------------|------------------|
| Typewriter | typing | Daily |
| Computer/Word-Processor | typing, Data input, Communication | Daily |
| Dict=phone | transcribe dictation | Daily |
| Photocopier | photocopying | Daily |

H. Working Conditions

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

| <u>Type</u> | <u>How Heavy</u> | <u>What percentage of the time?</u> |
|-------------|------------------|-------------------------------------|
|-------------|------------------|-------------------------------------|

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

| <u>Type</u> | <u>What percentage of the time?</u> |
|-------------|-------------------------------------|
|-------------|-------------------------------------|

| | |
|---------|----------|
| sitting | 70 - 80% |
|---------|----------|

| | |
|----------|-----|
| standing | 20% |
|----------|-----|

c) Describe any physical hazards present:

| <u>Type</u> | <u>What percentage of the time?</u> |
|-------------|-------------------------------------|
|-------------|-------------------------------------|

Abusive clients (rude or drunk)

Angry clients

People who threaten violence

d) Describe special physical conditions leading to discomfort:

| <u>Type</u> | <u>What percentage of the time?</u> |
|-------------|-------------------------------------|
|-------------|-------------------------------------|

| | |
|-----------------------------|-----|
| V.D.T. (eye-strain/fatigue) | 60% |
|-----------------------------|-----|

e) Interpersonal Conditions: Check any of the following conditions which are normal and expected in the job and give examples:

high level of dissatisfied clients

high level of emotional clients

potential physical abuse from clients

regular critical deadlines

high level of irregular critical deadlines

constant interruption

instructions from more than one source

other - verbal abuse from unstable clients who threaten, drunk clients

Examples:

f) Travel Required

a) average number of trip annually

b) average number of days per trip

c) most frequent distance per trip

d) most frequent mode of transportation

Organization Chart

Complete portion above dashed line whether this position supervises other or not.
Complete portion below dashed line if this position supervises others.

Title: Regional Supervisor
Pos. No.:
Classification:
Rating:

Title: Social Worker
Pos. No.:
Classification:
Rating:

SUPERVISOR'S POSITION

Title:
Pos. No.:
Classification:
Rating:

Title: Social Worker
Pos. No.:
Classification:
Rating:

Title: Secretary/Receptionist
Pos. No.:
Classification:
Rating:

Title: Social Worker
Pos. No.:
Classification:
Rating:

Title: Social Worker
Pos. No.:
Classification:
Rating:

PEER POSITIONS

SUBJECT POSITION

PEER POSITIONS

Title:
Pos. No.:
Classification:
Rating:

Title:
Pos. No.:
Classification:
Rating:

Title:
Pos. No.:
Classification:
Rating:

Title:
Pos. No.:
Classification:
Rating:

Title:
Pos. No.:
Classification:
Rating:

SUBORDINATE POSITIONS

Subordinate Summaries

1. Position Title:
Position No.:
No. of Employees Supervised:
Major Duties:

4. Position Title:
Position No.:
No. of Employees Supervised:
Major Duties:

2. Position Title:
Position No.:
No. of Employees Supervised:
Major Duties:

5. Position Title:
Position No.:
No. of Employees Supervised:
Major Duties:

3. Position Title:
Position No.:
No. of Employees Supervised:
Major Duties:

6. Position Title:
Position No.:
No. of Employees Supervised:
Major Duties:

PART II - Signatures

1. Supervisor: I have reviewed
(with the incumbent) the duties and
responsibilities assigned to this
position.

2. Incumbent: I have read the
foregoing position description
and understand that it is a
general description of the
duties assigned to the position
occupied by me.

Immediate Supervisor or
Branch Head

Incumbent's Signature

Date: _____

Date: _____

PART III - Qualifications

(to be completed by Departmental Administrator in conjunction with this position's supervisor)

A. Knowledge and Skills required

Knowledge/Skills normally acquired through:

- Writing & Verbal Communication skills
 - Secretarial & office administrative skills
 - Ability to learn and adapt
 - Ability to work with word processors or or computers.
 - Ability to deal tactfully with the Public.
 - Good typing skills
 - Cross cultural awareness
- Experience working with the public in an office setting;
 - Or training in office procedures

B. Licences, certificates required

Give title and section of any legislation, regulations, or other authority where applicable

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.

Department Administrator:

Comments:

Deputy Head: I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position

Signature

Deputy Head

Date: _____

Date: _____