



## **JOB DESCRIPTION**

Salary Grade: 6 CUPE 1328
---------------------------------

Job Title:  
Secretary – Psychology Department

### **PRIMARY FUNCTION**

The primary function of this job is to provide administrative/secretarial services to the Chief Psychologist and the department.

### **MAIN RESPONSIBILITIES**

1. Provide secretarial services for the immediate department by performing duties such as:
  - utilizing word processing software on computer to keyboard such material as correspondence, reports, minutes, agenda, manuals, presentation materials, handouts etc.
  - utilizing established formats or creating new formats/setups, as necessary (e.g. workshop flyers, forms, charts, brochures, LD guide etc.)
  - composing routine correspondence and/or composing correspondence from rough outlines provided by the Chief Psychologist and staff
  - forwarding typed materials (e.g. workshops materials, handouts etc.) to printing and arranging for distribution to schools, School-Based Student Support Services locations and outside agencies as necessary
  - responding to general telephone enquiries and taking messages for staff and channelling to proper person
  - responding to urgent calls/enquiries/requests and crisis from schools and outside agencies, assessing need for immediate action and forwarding them to the appropriate personnel (i.e. crisis response team)
  - coordinating appointment and meeting schedules, re-scheduling to accommodate individuals, booking rooms, preparing materials, and advising all concerned

2. Coordinates activities for the department by performing duties such as:
  - liaising with staff, principals, parents and outside agencies and performing secretarial/clerical duties to enable the smooth processing/operation of activities (e.g. directing parents and school staff to appropriate person in addressing critical situations; collating and distributing orders for confidential psychological materials; administering and delivering training procedures for new psychology staff with relation to laptops, voicemail, conference request, billings and mileage etc)
  - organizing summer assessments by coordinating the appointments, tracking reports and invoices, and arranging payment to staff in accordance to their professional qualifications
  - setting up and managing the retrieval, release and storage of psychological and psychiatric files in compliance with the legislative requirements of the Freedom of Information Protection of Privacy, Regulated Health Professions Act, and the standards of the College of Psychologists and the College of Physicians and Surgeons
  - providing guidance to the School Based Student Support Services support staff in terms of sending confidential files to C.E.C. and addressing the questions of who are eligible to access the psychological records
  - maintaining data base for all supplies and services
3. Provides administrative support to the department by performing, as required, duties such as:
  - preparing cheque requisitions, purchase order and petty cash vouchers as necessary
  - keeping track of budget amounts in the spending on testing materials and psychiatrists' schedule (i.e. how many appointments they are allowed) etc.
  - processing billings (e.g. psychiatric billings), verifying all information (e.g. dates, billing hours and OHIP compensation etc.), and acting on inconsistencies, processing payment, as required
  - maintaining filing and follow-up systems as necessary
  - utilizing appropriate computer software to provide secretarial services (e.g. SEMS, SAP, Excel etc.)
4. Perform secretarial/clerical duties such as:
  - sorting and distributing mail
  - photocopying material as required
  - coordinating mailing and distribution of purchases received, acknowledging receipt as required
  - providing back-up and support to other departments as required

5. Perform any other duties as assigned or required.

**SKILL**

- 2 year college diploma or equivalent.
- 1 -2 years related experience.

**EFFORT**

- Complexity of the job is in effectively coordinating the various activities, recognizing variations in process and adjusting to ensure efficient completion. Scheduling and prioritizing work (with a number of staff members).
- Visual concentration and manual dexterity required when using computer terminal (65% - 90%). Physical exertion, when filing or handling supplies/equipment.

**RESPONSIBILITY**

- Decision making generally in the day to day processing of department activities i.e. determining the nature of the crisis and dispatching the case to the appropriate crisis response team; maintaining the storage and retrieval of confidential files; maintaining and distributing the testing materials. Discretion is required in initiating appropriate response within the regulated rules and guidelines.
- Errors would result from lack of awareness and thoroughness in following the outlined activities/procedure when processing/performing information/duties. Errors would result in delays of service to students/parents and could/would inconvenience others. Errors in not providing the relevant data would result in
- lawsuits. Errors in scheduling would result in loss of time. Errors when relating to public could adversely impact public image.
- Contacts within the Board, parents, students, professionals, outside agencies, other school boards and general public in exchange of information. Exposed to confidential and sensitive matters.

**WORKING CONDITIONS**

- Open office concept environment.
- Stress from dealing with distressed and emotional callers. Stress from dealing with emergency/devastating calls and constant interruptions. Stress from multi-tasking demands.