

Position: Personal/Administrative Support Worker

Reports To: Coordinator of Community Withdrawal Support and Opioid Response Programs

Position Summary

The Personal/Administrative Support Worker will assist within the scope of defined duties an inter-disciplinary team of physicians, nurse practitioners, registered nurses, counsellors, and other staff in the provision of substance use and addiction related services to clients.

The Personal/Administrative Support Worker may work at various points of access including the Rapid Access to Addiction Medicine (RAAM) Clinic, the Mental Health and Addictions Crisis Centre and supervised consumption sites.

Details of Position/Hours of Work

- Permanent
- Full time, 35 hours/week
- Schedule may vary according to program needs including evenings and weekends

Compensation

- \$16.21 - \$17.58 per hour
- 19 days' vacation in first year
- Benefit eligibility after three months

Duties & Responsibilities

- Adhere to the core values and policies of Addiction Services of Thames Valley
- Protect and promote the welfare, dignity, and individual rights of our clients at all times
- Participate in the bio-psycho-social approach to patient care providing support using Motivational Interviewing

Personal Support Duties

- Provide basic health and personal care for clients as required
- Monitor clients whose health status may change
- Participate in the implementation of care/treatment plans as directed
- Assist in the administration of medications as delegated
- Employ safe work practices at all times
- Maintain a professional manner at all times in the performance of duties
- Take patients' blood pressure, temperature and pulse
- Collect specimens for testing, e.g. urine drug testing



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- Train clients in the administration of Naloxone
- Maintain inventory of supplies including cleaning and sterilization of equipment
- Follow universal precautions while performing all duties
- Follow security procedures at the beginning and end of clinics
- Perform other procedures as directed by members of the team

Administrative Duties

- Greet and direct clients to appropriate resources and / or services
- Provide reception both in person and via phone as required
- Handle correspondence, including: email, fax and mail as required
- Assist with client referrals
- Update, maintain ensure accuracy of client information in the Electronic Medical Record (EMR)
- Assist with analyzing data and relevant information to: compose reports, compile statistics, and prepare correspondence and agendas
- Monitor inventory of medical supplies and materials and order as required.
- Other duties as assigned.

Knowledge, Skills, Abilities, Other Requirements

- Graduate of an accredited school for Personal Support Worker required
- Current CPR Certification required
- Working knowledge of chemical dependency, substance abuse and withdrawal
- Working knowledge of the bio-psychosocial model of care and best practices for co-occurring disorders
- Working knowledge of community resources
- Ability to work with clients experiencing serious addiction and mental illnesses and their families
- Ability to work well with others in a team approach, and adapt to changing situations
- Knowledgeable regarding the nursing process
- Knowledge of Harm Reduction principles
- Experience working with vulnerable populations
- A well-defined sense of diplomacy and conflict resolution
- Politically and culturally sensitive
- Must be familiar with laws, regulations, and guidelines governing health care provision
- Excellent teamwork and team building skills
- Able to effectively communicate both verbally and in writing
- Physically capable of performing assigned duties within a flexible work schedule
- Resourceful, flexible, and adaptable
- Ability to rotate shifts as required

Administrative Requirements

- Medical office administration experience required
- Experience with EMRs required including knowledge of medical terminology
- Computer literacy, including effective working skills of MS Word, Excel and e-mail required
- Excellent organizational and problem solving skills
- Strong knowledge of general office procedures
- Previous experience in handling confidential or sensitive information; knowledge of applicable data privacy laws.
- Meticulous records maintenance skills
- Able to manage time efficiently and prioritize multiple tasks
- Strong customer service orientation

Working Conditions

- May be exposed to infectious and communicable diseases; working with individuals who have a history of trauma and being aggressive.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required
- Pressures of deadlines and multi-tasking environment
- Interacting with clients in a clinical setting
- Moderate physical activity including walking, standing, sitting, lifting

PLEASE SUBMIT RESUME & COVER LETTER IN CONFIDENCE BY

July 26, 2018 to:

ADSTV

Attn: Human Resources – **PSW**

260-200 Queens Ave., London, ON N6A 1J3

or

employment@adstv.on.ca

Please indicate the position you are applying to in the subject line if submitting via email.

ADSTV is an inclusive employer and encourages applications from Indigenous persons, women, persons with disabilities and members of visible minorities
If you require a disability-related accommodation during this process, please inform us of any required accommodations needed.



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Preference will be given to candidates who are proficient in both official languages of Canada and who meet all job requirements.

Préférence sera accordée aux candidats qui sont compétents dans les deux langues officielles du Canada et qui satisfont à toutes les exigences de l'emploi.

We thank all applicants for their interest but regret only those selected for an interview will be acknowledged.

No phone calls please.