



## **Program Support Assistant Full Time Contract Position (up to 6 months)**

### **Job Summary:**

Under the direction of the Options for Change Addictions Program Manager, the Program Support Assistant receives screens and directs all phone calls, visitors and clients to the Options for Change Addictions Program, Vocational Program and Administrative Services located at 552 Princess Street. The incumbent will function as the dedicated Program Support Assistant for the Options for Change Addictions Team providing coordination of client data and administrative support for team members and the clinics of the psychiatrist. In addition, backup administrative support is provided to other Program Support Assistants as required. All services are provided in accordance with the Personal Health Information Protection Act and the mission, vision and established policies and protocols of the Agency.

### **Qualifications:**

- Two year Diploma in Office Administration – Medical
- Two years administrative experience required, mental health sector preferred
- Previous experience with multiple phone lines considered an asset
- Dicta typing experience an asset
- Certification in First Aid and CPR an asset
- Crisis Prevention & Intervention training an asset
- WHMIS training an asset
- Strong interpersonal and written and verbal communication skills
- Excellent customer service skills with demonstrated ability to deal appropriately with difficult and sensitive situations and confidential information
- Well developed computer skills in the use of database, word processing, spreadsheet, and communication applications; MS Office preferred
- Understanding of and ability to use medical terminology
- Knowledge and understanding of the Personal Health Information Protection Act
- Detail orientated with demonstrated editing and proof-reading skills
- Demonstrated problem-solving abilities
- Excellent organizational and prioritization skills, along with the ability to deal with numerous competing demands in a fast-paced environment and observe deadlines
- Ability to compile, prepare and maintain detailed records and reports accurately and efficiently
- Ability to work autonomously as well as collaboratively in a team environment
- Required to provide a satisfactory criminal reference check (CRC) prior to hire

***Please submit a cover letter and resume indicating how you became aware of this vacancy and quoting Competition Number 2011-39 by February 15, 2012 to:***

Mail: Human Resources – Frontenac Community Mental Health Services  
552 Princess Street, Kingston ON K7L 1C7

Fax: (613) 544-5804      Email: [hr@fcmhs.ca](mailto:hr@fcmhs.ca)

**Please note: Only those selected for an interview will be contacted**