

Job Description

Job title	Administrative Assistant COVID Temporary staff	Job Holder	
Reports to	Nurse Manager PH Registration Manager	Section	Public Health Registration

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands in accordance with the National Strategic Plan for Health.

Services are delivered primarily through the 124-beds at the Cayman Islands Hospital (the country’s principal health care facility), and the 18-beds at the Faith Hospital on Cayman Brac. Ancillary services are offered at district health centres, and clinics for dental and ophthalmologic care. Residents of Little Cayman can access care through the island’s clinic which is a purpose-built facility.

The Administrative Assistant performs various duties as an administrative member of the COVID team. Responsibilities include but not limited to performing general office and administrative operations during COVID Testing events.

Job purpose

The Administrative Assistant will support the COVID-19 Vaccination and Public Health Teams by acting as first point of contact by answering phones, responding to emails, entering and tracking program data, researching and drafting recommendations, managing general communication, processing regular documents and information regarding registration for Covid testing or vaccinations and other duties as assigned.

Dimensions

The post holder:

- has no budgetary or supervisory responsibilities.
- Ensures accurate daily data collection for the assigned center.
- Provides registration and services for up to 45 -55 clients every day.
- Responds to up to 50 -60 telephone calls/voice message daily.

Duties and responsibilities

- Greets and checks in patients and assists them in accessing services in a timely manner.
- Answers calls, provides information to callers, routes calls as appropriate, take clear & concise messages and contacts appropriate staff to promote effective communications.
- Ccontacts patients with regard to COVID-19 results and sends test result documents via email, mail, and text messages
- Maintains patient charts/records/clinic logs and database in health center
- Maintains appointments for exit testing for Covid 19 and also contacts patients on clinics.
- Requests and verifies all demographic information of Patients when required.

- Sets up meetings as requested, arranging for appropriate equipment and refreshments as necessary.
- Issues correspondence in regard to confirmed Covid isolation upon request
- Issuance of Travel letters and confirmation of vaccines for patients
- Files and scans documents in order to maintain complete records regarding patients and Public Health or Registration office operations.
- Performs duties as needed for patient registration and billing in absence of other staff.
- Audits office supplies and inventory monthly and documents what is needed. Orders necessary supplies.
- Contacts and complete work orders when needed.
- Assist in distributing surveys and assessments
- Assists with data inputting of Covid statistics, vaccine and testing details
- Demonstrates professional, courteous, and respectful attitude during interactions with patients
- Performs other duties as assigned by the Manager

Qualifications, Experience & Skills Requirement

- High School graduate with at least two years prior administrative/office experience required.
- Excellent communication and interpersonal skills.
- Demonstrated computer skills including typing
- Demonstrated ability to handle multiple priorities and tasks and speak calmly with individuals under stressful health situations
- Highly organized and motivated and a team player and the ability to work independently
- Able to work on own initiative with minimal supervision and be proactive
- Exhibit a caring and compassionate attitude transcending diversity of religion, race, culture, sexual orientation, and or diagnosis.
- Maintain confidentiality of sensitive information.

Reporting Relationship

This role reports to COVID Team Nurse Manager or the Registration Manager.

Direct reports

This role does not have supervisory responsibilities.

Other Working Relationships

Daily interactions with Public Health Nurses, Health Care Aid, Registration Officers and staff of private health facilities.

Decision Making Authority and Controls

Decisions are made regarding patient's interactions with the Public Health COVID Team.

Working conditions

This position will be working various hours and shift and will required weekend work and some evenings shifts.

This position is temporary

- May be eligible for limited benefits
- Contingent upon passing a background check
- Require proof of full COVID vaccination
- Required to wear personal protective equipment

Physical requirements

Constantly on feet at times when doing continuing tasks

Problem/Key Features

The main challenge is to respond to continuous phone calls and attending to clients in person at the same time.

Approved by:	
Date approved:	
Reviewed:	<i>SJB 16/11/2021</i>
Next Review	