



ADDICTIONS AND MENTAL HEALTH SERVICES
HASTINGS PRINCE EDWARD

Position:	Receptionist	Job Status:	Temporary Part-time (one year contract)
Required Shifts:	Part- time days (possibly evenings)	Reports to:	Senior Manager of Services and Operations
Hours of Work:	21 Hours per week	Hourly Rate:	Grade 3, \$20.72 to \$23.85
Location:	Belleville (Possibility of travel to satellite offices)	Union/Non-union:	OPSEU Bargaining Unit Position
Date Posted:	February 8, 2019	Closing Date:	February 15, 2019 @ 4:30pm

Job Summary:

Under the direction of the Senior Manager of Services and Operations, the Receptionist is to maintain a positive, uplifting, warm and welcoming reception environment for clients, staff and visitors of Addictions and Mental Health Services Hastings Prince Edward. They will receive, screen and direct all phone calls, visitors and clients to the appropriate destination based on the program and location they are assisting within the agency. The incumbent provides administrative support based on the needs of the program they are supporting. Examples include collecting and entering client information, referral management and scheduling of appointments. All services are provided in accordance with the Personal Health Information Protection Act and the mission, vision, values and established policies and protocols of the Agency.

Please note: with an active redesign underway in AMHS-HPE, duties and responsibilities are subject to change in the future.

Minimum Qualifications & Experience:

- Post-Secondary Diploma in a related field
- One year receptionist/clerical experience required, mental health and/or addiction sector preferred
- Equivalent combination of relevant education and experience will be considered
- Previous experience with multiple phone lines considered as asset
- Certification in First Aid and CPR an asset
- Mental Health First Aid training an asset
- Safe Talk training an asset
- Non-Violent Crisis Intervention training an asset
- WHMIS training an asset
- Demonstrated ability to work independently, exhibit excellent judgement, perform calmly and effectively in crisis situations, retain information efficiently and perform in a professional and pleasant manner
- Ability to communicate effectively with clients in a mental health and addiction care environment
- 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 oriented 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



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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

Please submit applications to amhs.careers@amhs-hpe.ca prior to the closing date of February 15, 2019 at 4:30pm.

We are committed to inclusive, barrier-free recruitment processes and work environments. If contacted, please advise us in a timely fashion of any accommodation assistance you require to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.