



# British Virgin Islands Health Services Authority

## Vacancy Notice No. 31 of 2024

### ADMINISTRATIVE ASSISTANT (INFECTON CONTROL/RISK MANAGEMENT)

The BVI Health Services Authority (a client-centered healthcare organization) invites qualified and professional applicants for the position of **Administrative Assistant**. The Administrative Assistant is responsible for providing effective and efficient secretarial services and administrative support to the Infection Prevention & Control Unit and the Risk Management Unit, including but not limited to typing/word processing, proofreading, preparing reports, scheduling meetings, recording at meetings, maintaining files and documents.

#### PRIMARY DUTIES & RESPONSIBILITIES *(included but not limited to):*

- 1) Oversees the day-to-day administration of the office of the Infection Prevention & Control and the Risk Management Units
- 2) Serves as Front Line Officer/Receptionist to the Infection Prevention & Control and the Risk Management Units
- 3) Answers incoming calls in a timely and cordial manner, obtains and delivers messages.
- 4) Assists in the review of the department's office and administrative procedures.
- 5) Opens, sorts, scans, and distributes incoming correspondence to the unit.
- 6) Maintains electronic and hard copy filing system.
- 7) Manages the Head of Units and the unit's calendar.
- 8) Schedules and coordinates meetings, appointments and travel arrangements for unit heads.
- 9) Assist with the preparation of the Annual Reports, Budget and Work Plans.
- 10) Attends department and unit committee meetings; assist with recording/transcribing, preparation of agenda and action items and circulate minutes from unit meetings.
- 11) Type, file and manage the flow of correspondence.
- 12) Maintains office supplies inventory.
- 13) Assists in resolving any administrative/clerical problems.
- 14) Alerts the Unit heads of any issues to ensure excellent customer service.
- 15) Monitors follow-up action on matters/incidents.
- 16) Corresponds with other units as the need arises.
- 17) Place follow-up calls to staff/patients/clients regarding incidents/complaints.
- 18) Enters data and maintains surveillance databases relevant to the Infection Prevention & Control Unit.
- 19) Assist in sending surveillance reports to the Surveillance Unit, Ministry of Health and Environmental Health Services.
- 20) Maintain the Risk Register, collates and disseminates accordingly for follow-up/action.
- 21) Helps coordinate Employee Health Services that overlaps with Infection Prevention & Control for existing employees.
- 22) Collaborate with team members on assigned activities as needed relating to departmental initiatives and programs.
- 23) Performs any other administrative duties consistent with the job profile that may be assigned from time to time.

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#### MINIMUM REQUIREMENTS:

##### Educational/Training Requirements:

- ❖ A Diploma or Associates Degree in Business Administration, Computer Science, Office Management, with three (3) years administrative experience.
- ❖ Proficiency in use of Microsoft Office applications, and other relevant software.

##### Experience:

- ❖ Experience working in a fast-paced, customer-focused, professional environment.

##### Licenses/Certifications:

- ❖ N/A

##### Knowledge, Skills and Abilities:

- ❖ Principles and practices of basic office management.
- ❖ Good command of the English language (verbal and written)
- ❖ Clerical and administrative procedures and systems.
- ❖ Report and administrative writing skills.
- ❖ Creative Skills
- ❖ Effective verbal and listening communication skills.
- ❖ Problem solving and decision making skills.
- ❖ Strong organization skills.
- ❖ Friendly, polite and able to interact professionally.
- ❖ Honest, respectful and trustworthy.
- ❖ Sound work ethic.
- ❖ Customer focused and relationship building.

##### Physical Demands:

- ❖ The physical demands are minimal and typical of similar jobs in comparable organizations.

##### Work Environment:

- ❖ The work environment is representative and typical of similar jobs in comparable organizations.

**SALARY:** Commensurate with qualifications and experience.

**CLOSING DATE:** 18<sup>th</sup> October, 2024