



ROLES AND RESPONSIBILITIES OF THE SECRETARY

To provide an effective and efficient secretarial service.

Secretarial/General

- Provide professional and efficient secretarial support to Regional Coordinator/Manager and all clinical members of the Rata Alcohol and Other Drugs Service, including typing, minutes of meetings, photocopying and filing.
- Process information in as timely manner as possible.
- Maintain a tidy and organised office.
- Respect client confidentiality rights in accordance with the Health Information Privacy Code.
- Fill in requisitions as required. Liaise with Purchasing Office, Boise, Supply Branch and Building Maintenance Branch.
- Maintain stationery and other office supplies.
- Prepare and send faxes as requested.
- Orientation of new staff regarding office procedures, manuals and filing system.
- Arrange maintenance of vehicles, collect vehicle running logs and administrate vehicle audits as required in conjunction with Regional Coordinator.

Word Processing/Typing

- Accurate presentation of typewritten copy and printout of letters, discharge summaries, memoranda, court assessments, job descriptions, minutes etc.
- Compose and type letters, assist in the composition of reports, create forms and special documents, layout newsletters, questionnaires, create and layout patient educational material.
- Keep up to date with computer skills and Service developments and assist the team in this area.

Environment

- Set up rooms for meetings, group sessions, educational sessions etc.
- Arrange for the availability of appropriate equipment as required.

Filing

- Responsible for maintaining the filing system eg all correspondence/documents are filed appropriately.
- Clinical records are maintained in appropriate areas in format of service as per service protocols.
- Clinical records required by other services or by patients are actioned as per service protocols.

Mail

- Sort/open/distribute mail.
- Arrange for outgoing mail to be available for the courier at the specified time.
- Liaise with other staff as appropriate.

Telephone Calls

- Answer telephone calls, connect caller with requested person or take a message.
- Make appointments as requested, schedule and confirm multiple appointments.
- Ensure answer phone message is available for out of hours operation.



Reception

- Greet all visitors and clients and advise clinician that the visitor/patient has arrived.
- Respond to other enquiries as appropriate.
- Cancel appointments when requested.
- Assist with travel requirements eg arranging taxis for clients/files etc.
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- **Database Management**
- Register treatment referrals after actioning by clinician
- Update client details as appropriate.
- Compile and enter statistics for Regional Coordinator/Manager by the end of each month.
- Enter/update case to clinician
- Use iSoft for file tracking ie requesting and returning files.

Accounts

- Code and process Service accounts according to West Coast District Health Board procedures.
- Ensure all accounts are checked, signed and actioned appropriately.
- Balancing and maintaining Petty Cash.

Clinics for Medical Officer/OST

Ensure all patients' files/relative information is available to Medical Officer and OST Coordinator on clinic days.