

Position Title: Office Coordinator

Department: Long Term Care (Grey Gables, Lee Manor, Rockwood Terrace)

Reports To: Home's Executive Director

Purpose

The Office Coordinator is accountable to the Executive Director for the coordination of all functions within the business office. This includes the effective management of all financial accounts including accounts payable, accounts receivable, payroll, resident accounts and staff personnel records in accordance with the County of Grey policies.

The Office Coordinator as part of the leadership team, is required to perform their duties in a manner that supports the 'Colour It' resident led philosophy of care, consistent with the core values and employee guiding principles, ensure resident safety and demonstrate customer service excellence.

Responsibilities

A. *General*

- Apply management and organizational skills to facilitate the completion of tasks and meet deadlines in the workplace;
- Establish internal mechanisms and audits to ensure financial, resident and staff records (paper and electronic) are utilized, stored, maintained, retained, archived and destroyed as per Grey County policies;
- Maintain confidentiality of all financial, personnel and resident data;
- Establish systems to ensure all standards and regulations are adhered to on an ongoing basis;
- Participate in the strategic planning process and accreditation activities;
- Serve as the computer services liaison and maintain proficiency in all accounting, communication and time and attendance software used by the home;
- Troubleshoot computer problems and contact IT as required;
- Coordinate staff setup with generic password in PointClickCare (PCC), the electronic health record software and other programs (i.e. Greyp' Vine, HR Ware, time and attendance program) and ensure process to disable is in place;
- Participate as part of the management team and attend internal committee meetings as required;

- Manage the homes key and security system including resident safe storage;
- Use critical thinking and problem-solving skills in a multi-tasking environment;
- Perform reception duties as required.

B. Human Resources

- Maintain all personnel files in accordance with Grey County standards;
- Complete personnel file checklists to ensure all required documentation is obtained and on file (i.e. TB Testing, Police Check, IT, Confidentiality and Notification of Interaction with Police);
- Monitor absenteeism records for staff and maintain a summary of attendance statistics and provide quarterly updates to managers;
- Provide change records to the County Payroll staff (status changes, ROE request, pay changes, termination records etc);
- Verify payroll reports before submission to the payroll department & prepare Payroll Analysis Form for completion by managers;
- Maintain records for union including posting of seniority lists, participate in postings and receive applications;
- Meet with new staff; prepare payroll and Human Resource information for the Country.
- Perform other associated duties and tasks as may be assigned from time to time.

C. Financial Accountability

- Ensure there is effective and efficient procurement and supply control within the administration department;
- Manage and monitor all administration expenses, explain monthly variances and work with the Executive Director to identify corrective action;
- Key accounts payable, at a minimum of weekly, and submit to the County Administration office within required time frames;
- Maintain a petty cash system with accurate recording of cash distributed and receipts/signed vouchers for each transaction and forward a cheque request to the County Administration office;
- Ensure the performance of banking duties as required including monthly bank reconciliation and the operation of the residents' in-house banking services;
- Ensure all revenue charges are properly reconciled and re-allocated as applicable; forward the monthly revenue journal entry, with supporting back up to the Administration Finance Officers;
- Create and maintain resident files in computerized billing system (PCC);
- Prepare resident income tax letters/ accommodation summary as requested;
- Correspond with Public Guardian and Trustee, lawyers (re bad debt actions) as required;

- Advise families of any NSF cheques and obtain replacement of same; discuss collection of outstanding accounts with Power of Attorney's;
- Inform the Executive Director of any resident accounts, on a monthly basis, that are overdue and advise the corrective action being taken;
- Reconcile the accounts receivable and resident trust balances in PCC to Great Plains on a monthly basis and send to the Finance department on a quarterly basis;
- Manage resident trust account transfers;
- Upon approval of the Executive Director, responsible for communication of all financial policies and issues to residents and families;
- Maintain resident rate reduction through Ministry of Health and Long-Term Care (through ARREC program);
- Participate in the development of the operational budget annually including assisting with salary calculation and keying information and preparing packages for internal review;
- Provide backup support for accounts receivable as required.

D. Quality Management

- Establish processes and accountability for completion of monthly audits, analysis of results and development of corrective action plan;
- Contribute to the development of recommendations for corrective action to reach corporate mean for indicators.

E. Community Relations

- Promote a positive working environment with the service providers and suppliers working with the Home;
- Establish and maintain positive communication between the home and community services.

F. Occupational Health & Safety

- Contribute to the development and creation of a safe work culture, leading by example in all aspects of health and safety;
- Follow all health and safety policies and procedures and work safely to reduce the risk of injury to self, co-workers and residents;
- Conduct regular safety audits and inspections of the department;
- Participate in drills to prepare for emergencies.

G. Resident and Family Relations

- Foster positive customer service with residents and families in their day-to-day work;
- Answer questions / enquiries in a prompt and professional manner;

- Conduct tours for prospective residents / families as required.

H. Ministry of Health Compliance

- Foster good working relationships with relevant persons within the Ministry of Health and Long-Term Care;
- Know and interpret the Long Term Care Homes Act, associated regulations and County of Grey standards;
- Implement processes and systems to ensure compliance to all standards on an on-going basis.

Working Conditions

Usual hours of work 37.5 hours per week, with some overtime for peak periods. Works in an accessible area with frequent disruptions and distractions from residents, family members, visitors and staff that require assistance and information.

Contacts

Internal Working Relationships

Internal working relations with the Executive Director, Leadership Team, Staff, Residents, County Finance, Human Resource and IT Departments.

External Working Relationships

External working relations with Resident Families and Representatives, Public Guardian and Trust, Ministry of Health and Long-Term Care, Banking establishments, Auditors and Suppliers.

Knowledge and Skill

- Post-Secondary School diploma in Business or other comparable training;
- Experience in Finance, Payroll Administration and Human Resource functions;
- Experience in Long Term Care is an asset;
- Use a variety of computer hardware and software and other technological tools appropriate and necessary to the performance of tasks;
- Understand fully the concepts of commonly used business computer applications such as Microsoft Word, Excel, Email and Internet using business vocabulary and language skills to produce accurate business correspondence by a specified deadline;
- Collect, analyze and organize relevant and necessary information from a variety of sources;
- Communicate clearly, concisely and correctly in the written, spoken and visual form;
- Must be able to use effective communication, problem-solving and interpersonal skills to assist with the completion of individual and team tasks and promote the image of the Corporation.

Impact of Error

Errors may lead to inappropriate use of corporate finances, staff dissatisfaction, missed timelines for reporting, lost credibility and possible lost income.

Misuse of confidential information may result in breach of Privacy Laws, loss of confidence and credibility of the Home.