

Job Summary – Administrative Assistant

Family: Administrative Support

Grade: 11

Department: Accreditation

Last Updated: Thu, Jan 28, 2010

Job Information

Job Summary

Provide administrative assistance and support to the Accreditation Office, Risk Manager, Accreditation Survey Coordinator and various Task Force Groups to ensure a smooth workflow. Perform a variety of duties including research, preparing reports, tables, minutes, proposals, correspondences and memos as requested. Maintain the supplies for the department and prepare various requests including coordinating for equipment malfunctioning. Write, edit, index, or revise a variety of administrative and technical, user documentation such as bylaws, policies and procedures, articles, reports, brochures, and/or manuals for a wide range of uses.

Support the mission and vision of the American University of Beirut Medical Center (AUBMC) and that of the department.

Essential Functions / Task Groups

Administrative Duties

- Provide administrative assistance and support to the Chief of Staff/Accreditation Survey Coordinator, Accreditation Administrator & Risk Manager, Medical Staff Office and, Resource Center in all office needs such as: correspondence, arranging meetings, collecting the mail and sharing knowledge on relative matters gained through experience.
- Initiate and prepare responses to incoming correspondence related to the accreditation activities.
- Monitor the revision dates for all AUBMC multi-disciplinary and departmental policies and procedures and alert the concerned authorities to revise those policies.
- Initiate literature search and compile data required for procedure preparation pre- editing purposes by researching materials needed for policies.
- Prepare, write, type, edit, track changes and proofread documents such as policies, procedures and manuals starting from hand-written or dictated material in draft form and recommend editorial modifications to those documents.
- Establish, initiate and maintain a policy review tracking system for the reviewing bodies such as the Medical Board, Performance Improvement Committee, Accreditation Core group, Task Force Groups, and AUBMC Advisory Committee.
- Develop forms required for new policies and procedures.
- Perform cross-referencing on the information included in different policies and manuals.
- Assign index numbers for the new AUBMC policies and procedures in accordance with the protocol on policies and procedures.
- Create index of content by title/topic & location in the body of manuals & policies.
- Maintain the current master copies of both multi-disciplinary and departmental policies and procedures manuals.
- Maintain the obsolete policies and procedures as indicated in the policy and procedure protocol.
- Assist the Quality Management and Infection Control Programs with text writing and creating educational materials and other documents.

Office Management

- Distribute and maintain the multi-disciplinary policies and procedures manuals in both hard and soft copies.
- Set-up and maintain the office filing and storage system and maintain the human resources records for the office staff.
- Maintain list of needed office supplies at all times

Miscellaneous Duties

- Screen, respond to and forward phone calls.
- Take messages, as necessary.
- Independently serve as a contact and liaison officer with various departments and units in the Medical Center for accreditation activities.
- Liaise with internal and external clients.
- Attend committee meeting when assigned.
- Perform special projects and assignments as needed.

Critical Competencies

Accountability, Business Acumen, Client Focus, Communication Skills, Computer Skills, English Comprehension, Human Resources Management, Information & Records Administration, Initiative, Organizational Awareness, Planning & Organizing, Problem Solving, Professionalism, Resource Management, Safety and Health Management, Team Skills

KNOWLEDGE / KNOW-HOW

Knowledge:

Knowledge:
Familiarity of Hospital and department policies and procedures.
Knowledge of organizational structure, work flow, and operating procedures
Knowledge of medical terminology
Familiar with accreditation standards

Education:

Minimum Education: Bachelor's Degree

Experience:

Minimum Experience: 5 years of related office experience

Languages:

Minimum Languages: Arabic and English (IET score \geq 500).

Computer Skills:

Familiarity and use of various Microsoft Office applications including but not limited to Windows, Word, Excel.

IMPACT OF ACTIONS/DECISIONS

Failure to carry out the job accurately may negatively impact the work of other sections in the Performance Improvement Structure such as the Accreditation Office, Medical Staff Affairs Office, Medical Data Analysis, Quality Management and Infection Control Programs.

JOB STRUCTURE

Work is of standardized nature that may involve a variety of duties with an increase in use of analytical thought due to increased data and changing situations.

MANAGERIAL / SUPERVISORY RESPONSIBILITY

None

Job Characteristics:

Physical Effort: Occasional Physical Effort

Work Schedule: Regular weekdays

Working Conditions: Normal