

Executive Assistant to VP, Clinical Services and Executive Director, Mission & Values

(Permanent Full-Time)

Position Summary:

The Executive Assistant position is an exciting and dynamic role within Unity Health Toronto, which supports members of the Executive Team across portfolios. Reporting to the Vice President, Clinical Services (Rehabilitation and Transitions), this role provides support for the VP as well as the Executive Director, Mission, Values, and Spiritual Care. The EA will be responsible for a variety of executive level administrative support functions, contributing to the operations of these portfolios. These functions ranging from coordination of information flow integral to the office, accurate and timely delivery of senior level administrative services such as preparation of briefs, reports, presentations and correspondence and timekeeping; provision of support and minutes to internal committees that report to the vice president and executive director. The executive assistant provides proactive support as the face and voice of the business office, the first point of contact for patients, residents, their families and the public, internal staff and executives, vendors, peer hospitals, and government agencies requiring a keen sense diplomacy and customer service.

Located at the Providence Site, the successful candidate will be professional and friendly, demonstrate the ability to work in a fast paced and exciting environment, manage multiple priorities, and be able to liaise across the broader healthcare sectors to co-ordinate meetings, activities, and build successful relationships with colleagues both within Unity Health and with our external partners.

Duties & Responsibilities:

- Provides executive support to the Vice President and the Executive Director in a one-on-one working relationship to ensure the effective operation of the executive office;
- Serves as the external facing point for the executive office; acts as a conduit between the vice president and all levels of internal and external stakeholders and contacts;
- Responds to and facilitates resolution of critical situations referred to the executive office, often managing sensitive and/or confidential information and disseminates and exchanges highly confidential material with discretion, tact and diplomacy;
- Coordinates and maintains electronic calendar/schedule for the Vice President and Executive Director by anticipating and leveraging requirements, priorities and needs of the busy executive and provides necessary appointment logistics, pertinent information and contact requirements;
- Supports document preparation & dissemination
- Coordinates travel as needed, develops appropriate itineraries and reservations as well as meeting preparation (i.e. presentations, documentation, logistics, etc.);
- Performs activities to facilitate and coordinate streamlining of workload and processes; initiates process improvement and other activities to ensure the efficient operation of the office and/or department;
- Performs other administrative office duties such as maintaining various hard files and electronic records; photocopying; faxing; and mailing and maintain office equipment and supplies; troubleshoots system/technical problems ensuring a smooth running of executive office routines;
- Coaches and mentors junior administrative staff when needed on processes and business efficiencies

- Collects and reports statistical information including, if asked upon, coordinating and compiling quarterly performance report for the portfolio;
- Generates various expense reports based on hospital policies and the Broad Public Sector Accountability Act expense directives;
- Plans and coordinates daily/weekly/monthly, ad hoc and confidential management meetings. Prepares meeting packages for attendees (agendas/presentations), attends and records proceedings, prepares and distributes minutes, communicates committee decisions, and initiates and/or completes any required follow up to facilitate desired outcome of meetings.

Qualifications:

- Undergraduate degree in Office or Business Administration or equivalent;
- Strong work tenure: 3 to 5 years of experience supporting C-Level Executives, preferably in a multi-site organization preferred;
- Healthcare experience required;
- Experience and interest in internal and external communications (both oral and written)
- Demonstrated initiative, a high degree of accuracy and attention to detail, and the ability to handle and prioritize numerous complex tasks simultaneously;
- An exceptionally high standard of professionalism, confidentiality, and discretion is required;
- Proven ability to work well under pressure and with tight deadlines;
- Superior organization, problem solving and judgment skills;
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners, ministry and government officials and donors;
- Expert level written and verbal communication skills;
- Demonstrated proactive approaches to problem-solving with strong decision-making capability;
- Ability to deal with emotionally charged situations involving patients, families, staff and external stakeholders;
- Highly resourceful team-player, with the ability to also be extremely effective independently;
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response;
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment;
- Forward looking thinker, who actively seeks opportunities and proposes solutions;
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail;
- Very good attendance and performance record.

Salary Range

\$32.29 - \$41.98

Note:

As a condition of employment, all external hires will be required to submit proof of COVID-19 vaccination or documentation unless a valid accommodation under the Ontario Human Rights Code exists. Please note, if you are extended an offer of employment, you will be required to provide proof of vaccination in Ontario QR Code format. All internal candidates must be in compliance with Unity Health Toronto's COVID-19 Vaccination Policy.

How to apply: Click on the link which you take you directly to the posting on our career website:

<https://unityhealth.to/careers-at-unity-health-toronto?JobNumber=903873>