



Position Description

JOB TITLE: Administrative Assistant, Post-Acute Care and Quality

FLSA Status: Full-time, Non-exempt

REPORTS TO: **Associate Vice President (AVP), Post-Acute Care and Director, Quality and Regulatory Affairs**

POSITION SUMMARY: Under the supervision of the AVP and Quality Director, the Administrative Assistant provides administrative and clerical service support to various HAH governance committees. This includes, but is not limited to, Long Term Care (LTC) Leadership, Home Care and Hospice (HCH) Leadership, Assisted Living Facility (ALF) Committee, Acute Care Quality Committee and Post-Acute Care Quality Committee. Provides support for AVP and Quality Director for other HAH initiatives.

Primary Responsibilities:

- Supports the AVP and Quality Director in regular activities, *ad hoc* initiatives, and scheduling. Regular activities include, but are not limited to, the following:
 - Prepares and edits email and written correspondence for all issues and events relating to LTC, HCH, ALF/ARCH, Acute Care Quality and Post-Acute Care Quality activities.
 - Prepares and disseminates agendas, email notifications, mailings and minutes of meetings, and coordinates all logistical needs for committee meetings.
 - Coordinates the biennial committee election documents and materials.
 - Prepares and maintains documents relating to post-acute and quality membership.
 - Promptly forwards national affiliate newsletters and alerts to members.
 - Conducts member surveys.
 - Prepares fliers and promotional materials for Quality & Educational activities.
- Answers phone calls and assist callers as necessary, serving as a “positive first impression” for those contacting HAH. Makes photocopies, scans documents, sends faxes, gathers data as requested, and maintains files for the AVP and Quality Director.
- Prepares written correspondence to, and schedules meetings with, external constituents including the Congressional delegation, state legislators and their respective staff.
- Coordinates travel planning to American Health Care Association/National Center for Assisted Living (AHCA/NCAL), National Association for Home Care and Hospice (NAHC), American Hospital Association, and other national affiliates and related meetings and conferences for the AVP and Quality Director. Maintains records of travel and expense summaries for each event.
- Assists Quality Director in Quality and performance improvement activities, as well as Education planning, projects, and activities.
- Assists other team members in preparing for large mailings, HAH events, and other meetings.

Other Functions: Performs other duties as assigned.

Working Conditions: Indoors, in an air conditioned office

Work Hours: 8:00 a.m. to 4:30 p.m., Monday through Friday, with thirty (30) minutes for lunch.

Minimum Qualifications:

Equipment Use: Requires proficient use of a computer, printer, fax machine, photocopier, recorder, multi-line phone system, postage machine, and file cabinets. Occasionally, may require the use of a personal vehicle to transport to HAH special events.

Physical, Mental and Communication Demands: Requires ability to sit for long periods of time at a desk in front of a computer. Some lifting required (boxes of supplies, moving file folders) but not to exceed 10 pounds. Some bending and reaching to access files from file drawers or items stored in an overhead cabinet. High volumes of typing. Requires proficiency in reading, writing, speaking English, proofreading, and basic math. Works calmly under pressure in response to deadlines.

Skills/Knowledge: Proficient in MS Office (Word and Excel), Microsoft 365, Outlook email, and a working knowledge of MS PowerPoint. Able to take and transcribe meeting minutes. Experience with dictation or shorthand is a plus. In addition to office equipment skills, demonstrates excellent client service skills, the ability to work well with others, strong organizational skills, accepts and follows direction when needed, and can work well independently. Working knowledge of GoToMeeting, GoToWebinar, SurveyMonkey, and MailChimp is also a plus.

Education and Training: High School Degree. Course work from a business college or university that demonstrates a working knowledge of secretarial and administrative skills is a plus.

Experience:

Minimum of 3 years of secretarial, administrative assistant or pertinent experience.

Preferred Qualifications:

- Bachelor degree from an accredited college or university.
- Familiarity with issues facing the health care industry (with an emphasis on long-term care and quality issues).
- Experience working in a health care setting.
- Ability to conduct research and handle special assignments.
- Knowledge and experience in healthcare quality.
- Knowledge and experience in coordination of educational activities and/or conferences.
- Willingness to learn about health care, legislative, and Association issues.
- Capacity to adapt to new technologies and communication methods.
- Ability to thrive in a team environment.

Company Policy: All HAH employees are provided a copy of the company’s Employee Handbook and are responsible for complying with its contents. A copy of the employee’s acknowledgement of the contents will be maintained in the employee’s personnel file.

Educational Stipend:

Authorized for up to \$200 per year for educational programs

Accepted by: _____

Date: _____

Last reviewed by: _____

Date: _____