



Position Title: Administrative Assistant
Position Status: Full Time
Posting No.: 25-237
Rate of Pay: \$28.15 - \$30.46
Posting Date: November 18, 2025
Deadline to Apply: November 25, 2025

About the Position

Norfolk Hospital Nursing Home is seeking an Administrative Assistant who is committed to providing the highest standards of administrative support to all stakeholders including residents, families and the NHNH leadership team. This position facilitates the daily operations of the Long-Term Care Home through the administrative functions of basic accounting, report preparation, education support, resident admission and discharge support, staff scheduling, and other duties as assigned.

About Us

The Norfolk Hospital Nursing Home is a fully licensed 80 bed, publicly owned, non-profit facility opened in 1975. A member of Advantage Ontario and The Ontario Long-Term Care Association, NHNH is fully accredited by Accreditation Canada and operated under the direction of a 10-member community Board of Trustees. The Mission of the Norfolk Hospital Nursing Home is delivering exceptional care and creating an engaging, safe, and compassionate home where residents thrive and staff shine.

Values that guide us:

- Compassionate
- Accountable
- Resident-Centered
- Inclusive
- Collaborative
- Innovative

Our Vision: The home of choice for residents and employer of choice for staff.

Administrative Duties

- Providing full Administrative Support to the Director of Care and the broader NHNH Leadership Team
- Completion of minutes and agendas for various committees
- Organizing resident appointments, meetings, and consultations where required
- Meeting with residents and families for completion of non-clinical admission processes
- Preparing a variety of documents – statistical reports, charts, tables, letters, presentation materials, memorandums, admission packages and education packages
- Formatting, updating, cataloguing and distributing policies and procedures
- Following Ministry of Long-Term Care guidelines, responsible for invoicing and receipting resident accommodation and trust accounts, preparing monthly bank deposits, coordinating the payment of invoices, petty cash management, and preparing and submitting accurate reports to Director of Finance-NGH
- Collaborating with NGH finance department on year- end audit requirements
- Preparing final accounting and reimbursements to Residents and families
- Following Ministry of Long-Term Care guidelines, responsible for completing and submitting income tested rate reduction applications (ARREC, RRISA)
- Following Ministry of Long-Term Care guidelines, maintains and submits phlebotomy claims and High Intensity Needs Funding (HINF) submissions.

Scheduling Duties

- Schedule staffing replacements on a pre-scheduled and call-in basis
- Liaise with Norfolk General Hospital scheduling team as needed
- Input attendance and scheduling data into Meditech
- Release information in accordance with departmental policy and legislation
- Interpret collective agreements and relevant legislation to ensure compliance
- Answer staff inquiries
- Other relevant duties as assigned

Position Qualifications:

- Diploma from a recognized college Office Administrative program
- Minimum of 3-5 years recent administrative experience
- Keyboarding skills of 65 w.p.m. required
- Exemplary interpersonal, communication, customer service and leadership skills

- Demonstrated excellent working knowledge of Windows based systems with skills in Word, Excel, & Outlook
- Experience with Meditech preferred
- Demonstrated excellent working knowledge of Point Click Care and Surge Learning software
- Professional competencies will include the ability to organize, exercise sound judgment and independently manage multiple and rapidly changing priorities
- Professional demeanor with demonstrated ability to work with highly confidential and sensitive organizational information and deal with issues and individuals with tact and diplomacy
- Effective problem-solving skills in order to make recommendations and resolve issues
- Excellent communication skills and ability to interact with residents, family members, POAs and all healthcare disciplines.
- Self-directed with ability to work well with frequent interruptions and manage multiple tasks
- Excellent work performance and attendance
- Long Term Care experience preferred
- Understanding & knowledge of the Fixing Long-Term Care Homes Act
- Other duties as assigned

Interested applicants should submit a **cover letter** and **updated resume** referring to the above posting number to the Human Resources Department, or email to nghhr@ngh.on.ca by 1600 hours on November 25, 2025

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.