



UNION JOB DESCRIPTION

JD1164

JOB TITLE:	Interdisciplinary Team Clerk	JOB DESCRIPTION NO.:	C.CI.80103.007
CLASSIFICATION:	Administrative Support 3	GRID/PAY LEVEL:	C05
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80103
UNION:	BCGEU	JOB/CLASS CODE:	80103
PROGRAM/DEPARTMENT:	Home & Community Care	BENCHMARKS (If Applicable):	80103
REPORTING TO:	Office Coordinator		
FACILITY/SITE:	VIHA: Central Island Health Services Delivery Area		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Office Coordinator, this Administrative Services position is a member of the site's interdisciplinary team delivering community care to clients in the neighbourhood. The Team Clerk works closely with all members of the geographical team, providing records management, word processing, communications, and other administrative support services according to regional standards.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supports the on-site interdisciplinary team by:

- Receiving and processing orders and referrals to any service provided by the team;
- Preparing client records, maintaining them in a filing system according to portfolio and regional requirements; diagnostic coding; admissions, changes, discharges using accurate medical terminology;
- Updating computer information system (CCIMS) as appropriate to each intervention; conducts name search for each new referral; completes on-line admissions; changes and discharges.;
- Data entry of invoices received from other Health Service providers in support of the HCC programs;
- Assisting with on-site reception duties and switchboard as required;
- Communicating messages effectively, including telephone, voicemail, written, fax and electronic mail, with appropriate urgency; using word processing and database applications as appropriate;
- Compiling information to support team practices. This may include statistics and summaries;
- Maintaining policy and procedure manuals, forms catalogs and orientation manuals on-site;
- Typing a variety of correspondence including letters, memos, policies, procedures and other documents using computers and appropriate software packages;
- Providing assistance with workload to other members of the Clerical staff;
- Supporting all team members' access to e-mail and information systems.

2. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

High school graduation and courses in word processing, spreadsheets and database software such as Microsoft Word, Access, Excel, typing, and office practice. Current Medical Terminology Certificate. A minimum of two years general office experience in an administrative support role in a community setting including continuous application of word processing and other software using personal computers or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to type 50wpm.
- Verbal and written communication skills.
- Ability to compose routine letters and memoranda.
- Operate related equipment.
- Ability to organize and work within deadlines.
- Ability to problem-solve.
- Business writing skills.
- Knowledge of general office procedures.
- Ability to establish and maintain effective working relationships with professionals, other team members and the general public.