



UNION JOB DESCRIPTION

JD147

JOB TITLE:	Scheduling Clerk - QAOPS	JOB DESCRIPTION NO.:	40002
CLASSIFICATION:	Clerk IV, Accounts Receivable; Clerk IV (A), Admitting (Out-Patient Booking) ; Clerk, General	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10205; 10015; 10308
UNION:	HEU	JOB/CLASS CODE:	40002
PROGRAM/DEPARTMENT:	Child, Youth & Family Health	BENCHMARKS (If Applicable):	10205; 10015; 10308
REPORTING TO:	Program Coordinator, Orthotics, Pedorthics, Prosthetics & Seating		
FACILITY/SITE:	Queen Alexandra Centre for Children's Health		

JOB SUMMARY:

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

Reporting to the Program Coordinator, Orthotics, Pedorthics, Prosthetics & Seating, the Scheduling Clerk schedules and books out-patient appointments and performs general accounting, clerical, receptionist, and word processing duties for the QAOPS Program using a personal computer and word processing, presentation, database, spreadsheet, and related software tools.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Performs general office support duties for the Program such as answering the telephone; taking and relaying messages; filing forms and other documents in office files, preparing patient charts; maintaining a stock of office supplies; and office photocopying as required.
2. Using word processing, database, and spreadsheet software such as MS Word, Excel, and Access, produces material such as correspondence, statistics, reports, manuals, and forms.
3. Determines out-patient appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/clinical staff as required.
4. Schedules and books out-patient appointments for an out-patient area by receiving appointment requests, making follow up appointments, adjusting arrangements in accordance with patient and facility requirements and assigning to the appropriate time, date and location.
5. Schedules offsite appointments such as urgent in-patient hospital calls.
6. Interviews clients to determine financial responsibility, eligibility for service, and appropriate billing rates. Verifies information for accuracy and appropriateness regarding third party funding eligibility of patients. Prepares relevant funding application documentation and submits to appropriate agencies. Follows up as needed.
7. Receives payment and issues receipts and change as required. Prepares bank deposits and balances and summarizes cash receipts journal.
8. Responsible for processing and distribution of site Petty Cash requests.

9. Maintains and balances petty cash account and makes disbursements as requested.
10. Requisitions and checks goods received from internal stores department.
11. Supports reconciliation of department supervisors' P-Cards.
12. Inputs data to computerized work order system and reviews periodically with clinical staff.
13. Maintains timekeeping records for staff and submits to payroll.
14. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12, successful completion of a recognized accounting course and two year's recent related experience or an equivalent combination of education, training, and experience.

Skills And Abilities

- Ability to keyboard at 45 wpm
- Knowledge of medical terminology.
- Ability to deal effectively with others.
- Ability to operate related equipment.
- Ability to communicate effectively both verbally and in writing.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to supervise.