



## UNION JOB DESCRIPTION

JD167

<b>JOB TITLE:</b>	Nursing Unit Assistant & Switchboard Operator - SPH Emergency	<b>JOB DESCRIPTION NO.:</b>	40096
<b>CLASSIFICATION:</b>	Nursing Unit Assistant; Switchboard Operator	<b>GRID/PAY LEVEL:</b>	F SD16A
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10317; 10404
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	40096
<b>PROGRAM/DEPARTMENT:</b>	Community Hospitals	<b>BENCHMARKS (If Applicable):</b>	10317; 10404
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	Various VIHA SI Sites (SPH)		

### 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 Nurse manager, performs a variety of clerical functions related to patient documentation, including computerized admission, in accordance with established guidelines, policies and procedures. Responsible for receiving and forwarding all non auto-attendant telephone calls in the absence of the switchboard/receptionist.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Operates switchboard in absence of switchboard/receptionist personnel by connecting all incoming non auto-attendant calls to appropriate areas.
2. Operates public address system as required.
3. Follows established communications procedures in emergency situations such as fire alarm, bomb threat, and disaster.
4. Interviews patient or representative to obtain information required for admission. Inputs demographic, diagnostic, eligibility, physician, and other admission data into the ADT computer system.
5. Explains general consent and admission forms, and obtains required signatures.
6. Explains hospital policy on matters such as room differential and patient retention of valuables.
7. Completes forms required for billing, such as out of province forms, WCB, DVA, and request for special accommodation.
8. Obtains missing admission information and/or signatures, following established follow-up procedures.
9. Makes arrangements for patients requiring special procedures, such as CAT scans and ultrasound, both inside the hospital and at outside facilities, by scheduling appointment times and/or ambulance as required, and informing applicable personnel.
10. Processes diagnostic test orders including completion of requisitions and notifying the appropriate department.
11. On request, contacts referral personnel such as specialist physicians, social services and other support services.

12. Prepares charts and/or forms for patient transfers to other facilities for admission or treatment, by photocopying and/or faxing necessary information.
13. Answers emergency room telephone, takes and relays messages, forwarding calls to appropriate personnel for physician's orders, etc.
14. Maintains electronic bed board (ADT system) with patient admissions, bed transfers, and patient separations.
15. Prepares stores list of necessary unit supplies as required and submits to Materiel Management Department. Picks up supplies as necessary and maintains unit stock.
16. Cleans and tidies nursing station. Maintains bulletin board. Files incoming printed material.
17. Calls in relief staff as directed according to predetermined guidelines.
18. Performs duties relating to Quality Improvement Program under the direction of the Manager or designate.
19. Files materials such as loose reports, Emergency Room reports and chart folders.
20. Assists in other clerical areas as assigned.
21. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Grade 12, medical terminology and graduation from a recognized Nursing Unit Clerk program plus one year's recent related experience or an equivalent combination of education, training, and experience.

### **Skills And Abilities**

- Ability to communicate effectively, both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to keyboard at 50 wpm
- Ability to organize work.
- Ability to operate related equipment.
- Ability to utilize a variety of computer software applications.