



## UNION JOB DESCRIPTION

JD20

<b>JOB TITLE:</b>	Clerk - Tuberculosis Clinic	<b>JOB DESCRIPTION NO.:</b>	20031
<b>CLASSIFICATION:</b>	Administrative Support 3	<b>GRID/PAY LEVEL:</b>	C05
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	80103
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	20031
<b>PROGRAM/DEPARTMENT:</b>	Medical Health Officer - TB Clinic	<b>BENCHMARKS (If Applicable):</b>	80103
<b>REPORTING TO:</b>	Senior Clerk, TB Clinic		
<b>FACILITY/SITE:</b>	Tuberculosis Clinic		

### 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 Senior Clerk, TB, the Clerk provides clerical and receptionist support for the TB Clinic. Maintains client records by updating old information, recording new information including lab results, etc. Provides receptionist services for the Clinic by receiving and directing incoming calls and in person inquiries; making referrals to services and responding to routine inquiries. Types routine and confidential reports and correspondence.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Processes and maintains client records by:

- Requesting from client necessary information to complete forms, noting change of address, name, etc., and identifying the need for further action by professional staff;
- Initiating new records for clients, pulling previous records and/or films and updating film bags as needed;
- Matching x-rays with medical charts in preparation for reading by physicians;
- Maintaining computerized records by inputting all new patient information, updating existing information, recording lab results.

2. Provides clerical support services to the Clinic by:

- Typing correspondence, labels, e-mail messages, updating address list and refugee claimant listing, typing agendas and minutes of staff meetings as required;
- Transcribing letters, memos, medical technical reports and correspondence from Dictaphone and handwritten notes;
- Collecting monies, issuing receipts and completing a cash blotter according to Finance Department procedures;
- Opening mail, date stamping, pulling files and distributing correspondence and files to appropriate staff member;
- Sorting and distributing files and correspondence from the Nursing Supervisor's out basket;
- Ensuring all bring forward files are retrieved and distributed;
- Searching files for deceased patients, updating information on the computer and arranging for storage;

- Typing daily appointment list and extracting files; preparing yearly appointment schedules by tracking visit dates;
  - Ensuring the maintenance of office equipment by contacting repair services as required;
  - Updating and revising procedure manuals as required;
  - Preparing outgoing postal and courier mail;
  - Requesting medical records and films from other TB Clinics ensuring appropriate forms are completed, updating address, school district and other changes to computer.
3. Provides receptionist support services for the Clinic by:
- Receiving and directing incoming calls and in person inquiries to appropriate staff; making referrals to services and outside agencies; answering inquiries of a general nature, taking messages and ensuring their timely delivery;
  - Receiving clients during TB clinics; updating client records; collecting payments; issuing and balancing monies; receiving specimens taken during clinic visit and preparing appropriate laboratory requisitions;
  - Maintaining an appointment book and issuing appointment notices to patients; rescheduling or cancelling appointments as required;
  - Following up on cancelled annual appointments with client, family doctor or clinic doctor as necessary.
4. Performs other duties as required.

## **QUALIFICATIONS:**

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

High school graduation supplemented with courses in word processing and general office procedures. Completion of a medical terminology course. Two years of related office experience which would include switchboard receptionist experience or an equivalent combination of education, training and experience.

### **Skills And Abilities**

- Ability to type 55 wpm including the ability to set up correspondence, reports, etc.
- Ability to utilize word processing, spreadsheets, database applications and e-mail.
- Ability to prepare, maintain and control a variety of office records, documents, confidential correspondence files and related data with a high degree of accuracy and proficiency.
- Ability to communicate, orally and in writing, including a thorough knowledge of business English, spelling and punctuation.
- Ability to foster and maintain excellent customer/client relations.
- Ability to act with tact, confidentiality and discretion.
- Ability to interpret policies and procedures.
- Ability to organize workload and to deal with tasks simultaneously.