



UNION JOB DESCRIPTION

JD3205

JOB TITLE:	Program Support Clerk	JOB DESCRIPTION NO.:	20169/C.CI.80104.008
CLASSIFICATION:	Administrative Support 4	GRID/PAY LEVEL:	C25
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80104
UNION:	BCGEU	JOB/CLASS CODE:	SI: 20169 CI: 80104
PROGRAM/DEPARTMENT:	Mental Health and Substance Use	BENCHMARKS (If Applicable):	80104
REPORTING TO:	Coordinator, Administrative Services		
FACILITY/SITE:	RJH-EMP 5A Detox; Victoria (Multi-Site); Clearview Community Medical Detox		

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 Administrative Coordinator, the Program Support Clerk provides site administrative and clerical support services including reception to clients entering the service and secretarial support services for the program and clinic staff. Types a variety of correspondence and documents. Maintains client data, enters information into databases or spreadsheets in accordance with standard formats. Performs routine cash handling duties. Answers routine inquiries from staff, physicians, other service providers, clients and members of the general public regarding services, activities, and intake procedures. Orders and maintains office supplies.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides administrative support services to the program including:

- Establishing and maintaining filing and administrative systems, consistent with standard procedures and program needs, including annual file review and off-site storage;
- Receiving and logging client referrals;
- Opening, updating, closing and archiving client charts in accordance with standard procedures; or ordering from medical records or off-site storage.
- Transcribes doctors orders to various forms, requisitions, notices and referrals subject to the review and approval of a Registered Nurse/Registered Psychiatric Nurse. Obtaining, recording and relaying information from laboratories and other services, e.g. test and treatment results;
- Typing a variety of documents such as reports, letters, memos, and client file data, from handwritten notes or computer files; and drafting, signing and distributing routine correspondence
- Gathering and compiling information such as client information and statistics; searches information and organizes and summarizes information for reports;
- Entering information in various databases and generating reports using standard menus;
- Supporting quality assurance initiatives;

Participating as a member of administrative and program teams; identifying issues of concern and proposing ideas

- and recommending solutions or changes where appropriate;
 - Recording client discharge, transferring records to discharge file, and sending to archives;
 - Booking appointments for various tests as requested by clinical staff.
2. Provides clerical support services for the program including:
 - Making meeting arrangements, including preparation and distribution of agendas, booking rooms, taking, transcribing and distributing minutes;
 - Reviewing and maintaining financial reports and spreadsheets for verification and statistical purposes;
 - Receiving invoices, verifies for accuracy and receipt of goods, verifying cost centres, and coding to specific accounts ;
 - Completing purchase orders and orders equipment and supplies through central purchasing department, in accordance with standard procedures, and with the approval of the Program Coordinator; or Clinical Team Lead and coordinates delivery to the site.
 - Arranging building and equipment maintenance as necessary as directed or through standard procedures;
 - Maintaining a petty cash fund;
 - Orienting new staff to local office procedures and equipment.
 3. Provides reception and client services by:
 - Greeting and directing scheduled and unscheduled clients and walk-in visitors, and notifying appropriate staff;
 - Addressing client comfort/needs within established guidelines upon presentation to the centre; and following protocol for obtaining assistance in an emergency/crisis situation;
 - Answering telephones, opening, dating, screening, attaching relevant documents or files, and distributing incoming mail; preparing outgoing mail for pick up or arranging courier as required.
 4. Performs routine cash handling duties such as:
 - Receiving, recording and issuing receipts for cash or cheques received from clients;
 - Completing and processing deposit forms, and recording appropriate expenditures and account codes for central cashier; obtaining cashiers receipt and matching to client receipts for filing;
 - Maintaining safe-keeping of funds.
 5. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 graduation; Office Administration certificate including courses in word processing, spreadsheet and database software; certificate in Medical Terminology. A minimum of three (3) years recent related administrative or secretarial experience in a similar environment, or an equivalent combination of education and experience.

Skills And Abilities

- Demonstrates a welcoming, empathetic and hopeful attitude with respect to persons.
- Ability to communicate effectively, both verbally and in writing;
- Ability to plan, organize and prioritize work;
- Ability to work independently, and in cooperation with others;
- Ability to deal with addicted and mentally ill clients and their families;

- Ability to establish and maintain rapport with clients;
- Ability to type a minimum of 55 words per minute;
- Ability to utilize Word Processing, spreadsheet and database software;
- Knowledge of general office procedures;
- Ability to analyze and resolve problems;
- Ability to do basic mathematical calculations;
- Ability to operate related equipment, e.g. personal computer, photocopier, facsimile and multi-line telephone;
- Physical ability to carry out the duties of the position.