



UNION JOB DESCRIPTION

JD33

JOB TITLE:	Administrative Clerk	JOB DESCRIPTION NO.:	20124 / C.Cl.80103.006
CLASSIFICATION:	Administrative Support 3	GRID/PAY LEVEL:	C05
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80103
UNION:	BCGEU; HEU	JOB/CLASS CODE:	SI: 20124 CINI: 80103
PROGRAM/DEPARTMENT:	Primary Health Care/Chronic Disease Management; Primary Health Care Centre	BENCHMARKS (If Applicable):	80103
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA: South Island Health Services Delivery Area; 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 (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 Manager or designate, the Administrative Clerk supports the Primary Health Care Centre interdisciplinary team and acts as a communication link between clients, doctors, hospitals, long-term care facilities, and community services, e.g., Pharmacies and Laboratories. The Administrative Clerk is responsible for prioritizing and relaying information in order to meet the needs of those who rely on a Primary Health Care Centre for the provision of health services. In addition, the Administrative Clerk provides clerical support duties, which include word/data processing, typing medical and legal reports and documents, referrals to specialists, data base retrieval, answering general inquiries related to programs and policies, and other support services according to regional standards.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Provides a central communication link by:
 2. Greeting clients, obtaining information, completing documentation and liaising with information sources to obtain additional client information, prioritizing and taking appropriate action, scheduling and confirming clients for appointments, programs/services, messaging physicians, etc.
 - Providing appropriate information and answering general inquiries over the telephone and in person, from a variety of sources such as clients, doctors, staff, and the public, and provides direction and/or general information about primary health care services.
 - Acting as the central contact for staff and following established procedures as required.
3. Provides clerical support services for staff by:
 - Processing orders (by fax or phone) for physicians booking diagnostic testing.
 - Process referrals to specialists and liaise with clients as to their scheduled appointment.
 - Sorting and distributing mail, completing forms for signature, and packaging items for shipping, including samples and lab specimens; signs for receipt of packages and shipments.

- Retrieving electronic laboratory reports, messaging clinic staff using electronic medical record software.
4. Provide records management support by:
5. Maintaining/updating client information utilizing the electronic medical record software.
- Gathering and compiling information as required, such as client information and statistics
6. Provides clerical support to the team by:
- Providing coverage to other clerical support staff;
 - Typing correspondence, medical and legal reports, memos and other documents using word processing, spreadsheets, graphics, databases and dictation equipment;
 - Composing and signing general correspondence such as appointment confirmations, and information requests. Drafts correspondence for review and signature.
 - Arranging meetings as directed, booking meeting rooms, and typing and circulating notices and agendas. Transcribes and distributes notes and minutes of meetings.
 - Participating in the development of office policies and procedures by providing input and suggestions;
 - Updating procedures and other manuals as required;
 - Contacting designated authority or supervisor, and informing of building maintenance and repair requirements.
 - Attending staff meetings.
7. Acts as cashier by receiving and recording payments and issuing receipts for services, client bills and a variety of sundry accounts. Balances cash drawer and maintains a petty cash account in accordance with established procedures.
8. Maintains computerized timekeeping records and submits to Finance, Payroll Services in accordance with established procedures.
9. Performs other duties as required.

QUALIFICATIONS:

Education, Training And Experience

Secretarial or Office Administration Certificate, Medical Terminology. One year office experience in a health related field including experience with client scheduling, database systems and with the use of medical terminology; or an equivalent combination of education, training and experience.

Skills And Abilities

- Keyboard at 40 wpm.
- Operate related equipment .
- Communicate effectively, both verbally and in writing.
- Deal with others effectively.
- Organize work.
- Physically carry out the duties of the position