



## UNION JOB DESCRIPTION

JD38

<b>JOB TITLE:</b>	Administrative Clerk, Integrated Health Network	<b>JOB DESCRIPTION NO.:</b>	20150 / C.VI.80103.001
<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; BCGEU	<b>JOB/CLASS CODE:</b>	CI: 80103; SI: 20150
<b>PROGRAM/DEPARTMENT:</b>	Primary Health Care/Chronic Disease Management, Integrated Health Network	<b>BENCHMARKS (If Applicable):</b>	80103
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	VIHA-SI (Victoria, Sooke); VIHA-CI (Nanaimo, Parksville/Qualicum, Port Alberni); VIHA-NI (Campbell River)		

### 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, and utilizing a variety of computerized applications, the Administrative Clerk, Integrated Health Network supports the multidisciplinary team by providing a communication link between patients, doctors, hospitals, long-term care facilities, and a variety of community agencies, services and programs and provides clerical support, including word/data processing, typing reports and documents, referrals, data base management, answering general inquiries, and scheduling and timekeeping.

### TYPICAL DUTIES AND RESPONSIBILITIES:

#### 1. Provides a central communication link for the Integrated Health Network by:

- Obtaining patient information, completing documentation and accessing information sources to obtain additional patient information, prioritizing and taking appropriate action, scheduling and confirming patients for appointments, programs/services, notifying physicians, etc.
- Ensures accuracy of data entered in computer programs, including contacting patient or multidisciplinary team for clarification as required.
- Answering inquiries over the telephone and in person, from a variety of sources such as patients, doctors, staff, and the public, providing direction and/or general information, referring more complicated inquiries to the multidisciplinary team or Manager as appropriate.
- Acting as the primary contact for Integrated Health Network staff and following established procedures as required.
- Maintaining/updating patient information utilizing the electronic medical record software.

#### 2. Provides clerical support for the Integrated Health Network by:

- Processing requests (by fax or phone) for diagnostic testing and referrals to specialists, community agencies, services and programs and notifies patients of their appointments.
- Opening, screening, prioritizing and distributing mail.

- Completing forms for signature, packaging items for shipping, and signing for receipt of packages and shipments.
- Retrieving electronic diagnostic reports, messaging Integrated Health Network staff using electronic medical record software.
- Filing, retrieving, photocopying and faxing documents. Sets up and maintains filing and record keeping systems.
- Preparing, formatting and editing technical and non-technical material, including documents, graphics and spreadsheets, such as reports, policies and procedures, medical reports, patient assessments and evaluations and correspondence.
- Prepares presentation materials such as abstracts, posters, papers, handouts and slides, for educational sessions, workshops and conferences, as directed.
- Composing and signing general correspondence such as appointment confirmations, and information requests, and drafting other correspondence for review and signature.
- Arranging and attending meetings as required, booking meeting rooms, notifying attendees, circulating relevant materials, and typing and circulating notices and agendas. Transcribes and distributes notes and minutes of meetings.
- Participating in the development of protocols and procedures by providing input and suggestions.
- Updating procedures and other manuals as required.
- Reporting building maintenance and repair requirements.

3. In accordance with established protocols and procedures performs timekeeping duties for Integrated Health Network staff, such as receiving and entering employee information into computerized scheduling and timekeeping system, and checking timekeeping information for accuracy. Maintains timekeeping records and submits to Payroll Services, and makes timekeeping and schedule adjustments, as required and approved by the Manager.

4. Maintains electronic records of Integrated Health Network staff such as name, address, contact numbers, availability and suitability for work, skills status, hours worked, etc. Compiles statistics as required. Generates scheduling and timekeeping records and data/statistics for retention. Files and maintains records, such as schedules, timecards and approved vacation and leave of absence forms in accordance with established procedures.

5. Acts on scheduling and timekeeping requirements as directed and in accordance with established protocols and procedures, recording and relaying messages, referring and answering routine inquiries as appropriate, relating to scheduling and timekeeping policies and procedures. Refers more complex or contentious scheduling and timekeeping inquiries to the Manager.

6. Maintains office/program supplies, including nursing and medical supplies, and equipment by preparing requisitions, receiving supplies, checking invoices and storing and distributing supplies. Carries out minor maintenance such as rotating stock, loading paper, changing toner/ink cartridges, cleaning and sterilizing. Reports any shortages or malfunctioning equipment, and arranges servicing or repair, as directed. Maintains a clean and tidy workplace, including arranging for disposal of hazardous material, such as isolation garbage and sharps.

7. Maintains a petty cash account as required in accordance with established procedures.

8. Contributes to a safe and healthy working environment by removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety, including compliance with Workplace Hazardous Material Information System, and responding to fire alarm, disaster, security or other emergencies in accordance with established procedures.

9. Performs other related duties as required.

## **QUALIFICATIONS:**

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

Secretarial or Office Administration Certificate, Medical Terminology and One (1) year recent, related experience including experience with patient scheduling and spreadsheet and database applications; or an equivalent combination of education, training and experience. Travel is a requirement of this position. Use of personal vehicle and a valid BC drivers license is required.

## **Skills And Abilities**

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