



## UNION JOB DESCRIPTION

**JD4020**

<b>JOB TITLE:</b>	Administrative Clerk	<b>JOB DESCRIPTION NO.:</b>	20124 / C.Cl.80103.006 / C.NI.80103.018
<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>	BCGEU; HEU	<b>JOB/CLASS CODE:</b>	SI: 20124 CINI: 80103
<b>PROGRAM/DEPARTMENT:</b>	Mt. Waddington / Strathcona	<b>BENCHMARKS (If Applicable):</b>	80103
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	VIHA: North Island Services Delivery Area		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), 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 Clinic 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 Clinic 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:
  - Greeting patients, 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.
2. 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.

3. Provide records management support by:

- Maintaining/updating patient information utilizing the electronic medical record software
- Gathering and compiling information as required, such as client information and statistics

4. 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.

5. 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.

6. Maintains computerized timekeeping records and submits to Finance, Payroll Services in accordance with established procedures.

7. 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 patient 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