



UNION JOB DESCRIPTION

JD4537

JOB TITLE:	Secretary, Child & Family Rehab	JOB DESCRIPTION NO.:	4537
CLASSIFICATION:	Clerk IV (A), Admitting (Out-Patient Booking) ; Clerk, General	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10015; 10308
UNION:	HEU	JOB/CLASS CODE:	40665
PROGRAM/DEPARTMENT:	Child, Youth & Family Health	BENCHMARKS (If Applicable):	10015; 10308
REPORTING TO:	Manager/Coordinator or designate		
FACILITY/SITE:	VIHA SI - Queen Alexandra Centre		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient & staff 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 Clerical Coordinator or designate, performs stenographic, clerical, and related reception duties as assigned, by operating a personal computer and database and spreadsheet software tools at an advanced level.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Determines client appointment priority and/or service stream by evaluating patient information such as patient history and pertinent reports. Identifies concerns to physician/clinical staff as required.
2. Schedules and books appointments by receiving appointment requests, assigning appointment time, date, and location, adjusting arrangements, and making follow-up appointments, in accordance with family and Program requirements.
3. Serves as Program support by providing day to day clerical support the therapists and clinicians.
4. Using database and spreadsheet software such as Excel and Access, develops and maintains spreadsheets and data systems and compiles, prepares, and maintains a variety of Program statistics and reports.
5. Performs a variety of clerical and stenographic duties such as initiating charts, pulling and filing charts, requisitioning supplies, and typing/word processing letters, minutes, and proposals. Maintains up-to-date lists of telephone numbers and addresses of professionals as needed for Program management.
6. Serves as the Program receptionist by answering the telephone, transferring calls, and taking messages. Provides relief for the building receptionist, and other programs as required. Provides relief and rotates through CFRS clerical positions as needed.
7. Gathers and enters intake data for assigned populations for the Program by utilizing databases as directed. Enters demographic information into the electronic health record accurately and efficiently.
8. Arranges meetings, books meeting rooms, and types and circulates notices and agenda as directed. Records, transcribes, and distributes notes and minutes of meetings.
9. Prepares and distributes list of clients, contracts and caseloads as directed.
10. Sets up and maintains filing systems as required.

11. Transmits medical information to recipients such as families, physicians, and other health centres.

12. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to keyboard at 55 wpm.
- Knowledge of medical terminology.
- Ability to deal effectively with others.
- Ability to operate related equipment.
- Ability to communicate effectively both verbally and in writing.
- Physical ability to carry out the duties of the position.
- Ability to organize work.