



UNION JOB DESCRIPTION

JD4603

JOB TITLE:	Client Ambassador	JOB DESCRIPTION NO.:	4603
CLASSIFICATION:	Administrative Support 2	GRID/PAY LEVEL:	C02
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80101
UNION:	BCGEU; HEU	JOB/CLASS CODE:	20195
PROGRAM/DEPARTMENT:	Community Health Services	BENCHMARKS (If Applicable):	80101
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Nanaimo – Grant Street; Victoria Health Unit; Peninsula Health Unit; Cowichan – Ingram Street		

JOB SUMMARY:

In accordance with the Vision, Purpose, Values and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and 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 in keeping with the COVID-19 Orders of the Provincial Health Officer, the Client Ambassador's primary role is to greet and engage with all individuals entering the building to ensure their attendance at the site is essential and to ensure non-essential visitors understand entrance restrictions.

The Client Ambassador supports the safety of all who attend the site, by communicating information about site access limitations related to COVID-19 in a thoughtful and informative manner.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Identifies if a visit is essential by communicating with all people who present at points of entry for the assigned entrance or site by following the script and documentation provided for the role.
2. Explains Island Health entrance restrictions as required.
3. Asks self-assessment questions by using the provided script and documentation or helps individuals presenting at the site to complete the BC COVID-19 Self-Assessment Tool.
4. Asks self-assessment questions for clients with an already established appointment for service by following the documentation provided.
5. Provides directions to clients and the public regarding the location of various departments and services.
6. Follows established communication channels to raise concerns to site leadership.
7. Cultivates as safe an environment as possible for those entering the facility, while still adhering to infection prevention protocols and directions, violence prevention, and cultural safety training.
8. Maintains records on visitor admissions as assigned.
9. Follows direction and criteria for providing PPE to all who visit the site.
10. Sorts and files forms and documents as required.
11. Performs other related duties as assigned.

QUALIFICATIONS:**Education, Training And Experience**

Grade 12 and one year's recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to keyboard at 50 wpm.
- Ability to communicate effectively, both orally and in writing.
- Ability to deal with others effectively.
- Ability to organize work.
- Ability to operate related equipment.
- Physical ability to carry out the duties of the position.