



UNION JOB DESCRIPTION

JD5519

JOB TITLE:	Clerk - Diabetes Program	JOB DESCRIPTION NO.:	5519
CLASSIFICATION:	Clerk IV (A), Admitting (Out-Patient Booking) ; Clerk IV (Statistics); Clerk, General	GRID/PAY LEVEL:	F 17
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10015; 10208; 10308
UNION:	HEU	JOB/CLASS CODE:	40774
PROGRAM/DEPARTMENT:	Chronic Disease Management & Nutrition Therapy Services	BENCHMARKS (If Applicable):	10015; 10208; 10308
REPORTING TO:	Manager or designate		
FACILITY/SITE:	Royal Jubilee Hospital; Nanaimo Regional General Hospital; North Island Hospital (Comox Valley Campus; Campbell River and District)		

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, the Clerk - Diabetes Program maintains computerized database systems for the Diabetes Program. Performs reception and clerical support duties such as answering and directing calls, scheduling appointments, evaluating patient information, maintaining files and timekeeping functions for the Diabetes Programs and Outpatient Nutrition Services.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Communicates with physicians offices and patients to obtain patient information and confirm appointments.
2. Performs reception duties such as greeting and directing patients, scheduling appointments, receiving and relaying messages by telephone and e-mail.
3. Determines out-patient appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/clinical staff as required.
4. Performs a variety of related clerical functions such as setting up and maintaining file systems, patient files, office files, and manuals; photocopying, sending and receiving facsimile correspondence; receiving and sorting incoming and outgoing mail; preparing purchase and stores requisitions.
5. Verifies, enters data, updates and generates reports for various Diabetes Programs. Utilizes database, spreadsheet software and query tools in such a way to ensure control and accuracy.
6. Performs a variety of timekeeping functions such as maintaining timekeeping records for staff, submitting related records to Payroll, and sending corrections to Pay Office.
7. Compiles, prepares and maintains a variety of program statistics and reports utilizing computerized databases and software such as Cerner and RedCap.
8. Types technical and non-technical materials such as correspondence, manuals, memos, assessments, diagnoses and reports using a PC and related word processing and presentation software.

9. Orders office supplies and forms for the area, in accordance with standard procedures.

10. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

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

Skills And Abilities

- Ability to keyboard at 45 wpm.
- Knowledge of medical terminology.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.