



POSITION DESCRIPTION

POSITION TITLE:	SELKIRK ADMITTING CLERK RECEPTION
DEPARTMENT:	HEALTH INFORMATION SERVICES
CLASSIFICATION:	ADMITTING CLERK
UNION:	MGEU – FACILITY SUPPORT
STD. GRP#:	67

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	SUPERVISOR, HEALTH INFORMATION SERVICES
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Selkirk Admitting Clerk Reception is responsible for providing professional and courteous service to customers when they enter the facility, directing them to the appropriate department. The Selkirk Admitting Clerk Reception is also responsible for the hospital switchboard duties, overhead paging and effective communication of information to hospital staff. The incumbent maintains hospital directories and contact lists for community & healthcare partners and maintains confidentiality in all matters relating to clients, staff and the organization. The incumbent works co-operatively in a matrix structure to support the functions of Health Information Services. The position of Selkirk Hospital Receptionist functions in a manner consistent with and supports the mission, vision and values of the Interlake- Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Responsible for general hospital reception, ensuring the delivery of professional, courteous, customer service.
- Responsible for the hospital switchboard, ensuring callers are provided with the information requested or re-directed to appropriate areas.

- May provide patient registration services in accordance with the provincial Client Registry Best Practices.
- May be required to direct/ receive patients arriving for scheduled outpatient visits.
- May be required to receive and process clinical reports, ensuring accountability of reports and correct identification and timely processing.
- Maintains the hospital directories and contact lists, including timely updates, posting and distribution.
- Is aware of and provides community contact information to the public regarding health care services.
- Works collaboratively with all departments, providing assistance when required.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER:

- Other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of a Certified Medical Office Assistant Program
- A combination of education and experience may be considered.

REQUIRED KNOWLEDGE:

- Must be proficient with basic computer skills.

EXPERIENCE REQUIRED:

- Minimum two (2) years' experience working in a health care setting preferred.

SKILLS/COMPETENCIES:

- Demonstrated effective communication skills
 - Ability to effectively work in a team environment.
 - Must be able to work independently
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- No hazardous or significantly unpleasant conditions.

- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: _____
Date

Revised: _____
October 2022
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Regional Lead/ CEO _____
Date

Reviewed by: _____
Regional Lead, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.