



POSITION DESCRIPTION

POSITION TITLE:	CLERK TYPIST 2 – COMMUNITY HEALTH OFFICE, TEULON
DEPARTMENT:	HOME CARE ADMINISTRATION
CLASSIFICATION:	CLERK TYPIST 2
UNION:	MGEU – COMMUNITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CLINICAL TEAM MANAGER, HOME CARE
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Clinical Team Manager Home Care, the Clerk Typist 2 will provide clerical support to the Interlake – Eastern Regional Health Authority staff as well as administrative and secretarial duties associated with the ongoing operations of the Community Health Office. The position of Clerk Typist 2 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:

- Reception and telephone answering duties, including:
 - Screening callers and visitors to determine the nature of their request, and either handling routine requests or referring individuals to the proper resource.
 - Utilizing the EMR to book, monitor client flow and manage appointments for community providers.

- Oversee the waiting area and ensure no IERHA staff is left alone in the building with clients.
- Manage rebooking of appointments and other tasks when a community provider calls in sick.
- Act as an information resource to the community including maintaining bulletin boards and handing out health resources such as pamphlets.
- Responsible for ordering office supplies.
- Type correspondence and other related material, from a variety of formats, as required. Takes the initiative to compose and type both routine and non-routine correspondence.
- Responsible for organizing meetings – booking room and office equipment as required.
- Responsible for incoming and outgoing courier delivery/ mail/ faxes on a daily basis.
- Responsible for fleet vehicles – mileage reports, sign-out schedules.
- Order and maintain homecare and public health supplies including vaccines.
- Monitor immunization fridge daily.
- Responsible for entering data and maintaining current statistics for community programs.
- Support the school immunization program:
 - Organizes and completes consent packages, surveillance forms, school lists and mass immunization events.
 - Data entry into PHIMS (Provincial Health Information Management System)
 - Filing of consent forms to archive
 - Use of PHIMS to retrieve or verify records of clients or students
- Assist with orientation of all new staff.
- Photocopy, fax and file and put together packages of information as required.
- Utilize the Procura Homecare system to assist Home Care staff with administrative activities such as printing and distribution of schedules for Home Care Workers
- May act as a resource to other clerical employees working in the Community Health office.
- 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

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 required
- Completion of an Administrative Assistant/ Secretarial course from a recognized accredited institution required

REQUIRED KNOWLEDGE:

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EXPERIENCE REQUIRED:

- Minimum 1 year recent related office experience required

SKILLS/COMPETENCIES:

- Computer literacy with knowledge utilizing Microsoft Word and Excel programs
 - Good organizational, communication and interpersonal skills
 - Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, public, Board Members, etc.
 - Ability to work independently with minimal supervision
 - Ability to type accurately 50 words per minute
 - Ability to promote and respect confidentiality
 - Ability to maintain positive working relationships in a multidisciplinary team based work environment
 - 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.
 - May be required to travel throughout the region as duties may require.
 - 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.
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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.
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Created: _____
Date

Revised: _____
February 2020
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, 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 position 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.