



### **POSITION DESCRIPTION**

**POSITION TITLE:** PHYSICIAN SERVICES – CREDENTIALING ASSISTANT

**DEPARTMENT:** PHYSICIAN SERVICES

**CLASSIFICATION:**

**UNION:** NON UNION

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### **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:** BUSINESS OFFICER, PHYSICIAN SERVICES

**POSITIONS SUPERVISED:** NOT APPLICABLE

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### **POSITION SUMMARY**

The Physician Services – Credentialing Assistant will provide day to day administrative and clerical support to the assigned department. The incumbent is expected to exercise initiative and judgment in work methods to be employed and action to be taken in support of departmental objectives. The Physician Services – Credentialing Assistant functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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### **ESSENTIAL FUNCTIONS AND DUTIES**

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

- Provides support activities related to assigned meeting/ committees. This is inclusive of meeting preparation/organization, booking rooms, arranging catering and the recording and production of minutes and follow up actions
- Types and formats policies, pamphlets, forms, letters, reports, labels, envelopes etc. as required
- Prepares text and electronic presentations as required
- Assists with the departments calendars/ scheduling as required

- Develops and maintains an effective information management system, ie filing system and filing of documents (paper and electronic)
- Provides support in the completion of required documents for credentialing and employment verification purposes. Includes gathering of information from required resources such as payroll
- Compiles and maintains required lists
- Prepares letters, reports and minutes as required
- Prepares draft correspondence, reports and other documents as required
- Responsible for incoming and outgoing mail
- Order office supplies as required
- Maintains the security and confidentiality of files including responsibility for compiling and maintaining all physician files
- Participate in the preparation of policies and procedures as they relate to the program and their distribution
- Provides back up reception services
- Participates in personal and organizational development activities as required
- Participates in projects as required
- Review and verification of physician invoices and processes for submission to finance for payment
- Coordination of site visits for potential new physicians including arranging travel and accommodations as needed
- 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:**

- Completion of Grade 12 or equivalent
- Completion of a recognized administrative assistant program or a suitable combination of education and experience
- Recognized medical terminology course an asset

**REQUIRED KNOWLEDGE:**

- Demonstrated skill with Microsoft Office – intermediate level Word, Excel and PowerPoint

**EXPERIENCE REQUIRED:**

- Minimum of 2-3 years' experience working in an administrative assistant role in a health care environment
- Demonstrated or sound working knowledge of credentialing process

**SKILLS/COMPETENCIES:**

- Accurate typing skills with a minimum speed of 50 wpm

- Mentally and physically able to perform duties as outlined
  - Excellent communication skills, including listening
  - Ability to self-start and work with minimal supervision
  - Ability to work under pressure and meet deadlines
  - Ability to work with frequent interruptions
  - Ability to organize and prioritize tasks in order of importance
  - Ability to maintain confidentiality
  - Given the cultural diversity of the 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: April 2016  
Date

Revised: September 2017  
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 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.*