



POSITION DESCRIPTION

POSITION TITLE: Clerk V – Medical Clinic & Clinical Teaching Unit Administrative Lead	DEPARTMENT: Medical Administration
CLASSIFICATION: Clerk V	APPROVED BY: Senior Leadership Team
UNION: CUPE Facility Support	DATE APPROVED: December 7, 2021

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Area Clinic Supervisor
POSITIONS MENTORED: Medical Clinic Clerk II
POSITIONS SUPPORTED: Medical Clinic Clerk II, Clinic Staff (nurses, physicians, allied health care providers)
POSITIONS SUPERVISED: N/A

POSITION PURPOSE

Reporting to the Area Clinic Supervisor, the Clerk V - Medical Clinic & Clinical Teaching Unit (CTU) Administrative Lead is responsible for providing leadership to the Clinic team and for promoting a work environment conducive to attainment of the highest degree of quality patient centered care and service.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Effectively and efficiently coordinates reception services.
- Provides supervision, leadership and guidance to clerical staff working in the clinic.
- Works collaboratively with care providers to coordinate Primary Care services.
- Assists in the coordination and scheduling of medical on-call and Emergency Room services.
- Co-Chairs monthly Medical Clinic meetings with Area Clinic Supervisor and/or the site leads (Acute/PCH).
- Identifies proactively and resolves clinic operations issues.
- Provides support for the Medical Clinic program and the Clinical Teaching Unit.

- Provides support to clerical staff.
- Provides support to the allied, nursing and medical teams in the Medical Clinic.
- Mentors and trains Medical Clinic Clerks.
- Works with Medical Clinic Clerks to manager the variable work needs of the team.
- Provides vacation and sick relief for peer positions or Medical Clinic Clerks.
- Supports the Area Clinic Supervisor in the administration of the Medical Clinic and Clinical Teaching Unit.
- Manages work schedule to ensure all weekly, monthly and annual work requirements are met.
- Maintains and/or creates reports, as required.
- Works closely with the Clinic Medical Lead.
- Works closely with the Site Medical CTU Lead and learners to insure the learning experience, and learning/living environment meets the accreditation standards set forth by the University.
- Develops and implements an efficient process for ordering and stocking all Clinic supplies.
- Understands and works with the Area Clinic Supervisor to workwithin budget principles and guidelines.
- Ensures all Manitoba Health requirements such as shadow-billing are completed correctly and on time.
- Prepares reports pertaining to Clinic activities, patient issues and concerns, Advanced Access and others as required for the Area Clinic Supervisor.
- Works with care providers to develop and maintain efficient and effective provider schedules.
- Effectively and efficiently implements and maintains Advanced Access including arranging training for same for new Clinic staff and providers.
- Participation in meetings and work groups as required.
- Regularly seeks opportunities for quality improvement by reviewing evidence & pertinent data.
- Problem solves, seeks input from team members and determines new approaches.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Achievement of essential functions and basic duties outlined above.
2. Overall performance as it reflects a respectful workplace, Southern Health- Santé Sud core values, policies, mission and vision.
3. Bi-annual performance appraisal.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade XII Education or equivalent.
- Successful completion of a Medical Office Assistant course or equivalent.

- Successful completion of a Medical Terminology course.
- Other suitable combinations of education and experience may be considered.

KNOWLEDGE REQUIRED:

- Proficiency in Microsoft Office Suite Applications (Word, Excel, PowerPoint, Outlook).
- Knowledge and experience maintaining electronic medical records and filing systems, compiling statistics and processing personal health information.
- Knowledge and experience working with Advanced Access.
- Knowledge to understand and support the Clinical Teaching Unit (CTU) and to provide a good resource for students and Residents.

EXPERIENCE REQUIRED:

- Minimum two (2) years' experience in a medical clinic setting or equivalent health related environment.
- Minimum two (2) years supervisory experience in an administrative setting.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Proficiency of both official languages (English/French) is essential.
- Demonstrated decision making and problem-solving skills.
- Demonstrated ability to display independent judgment.
- Demonstrated ability to prioritize and work in a fast paced and changing environment.
- Demonstrated ability to build and maintain positive, respectful and professional working relationships.
- Demonstrated ability to work in a team as well as independently.
- Demonstrated ability to provide a high level of attention to detail and accuracy.
- Demonstrated approachable and welcoming demeanor.
- Demonstrated leadership, interpersonal, communication and organizational skills.
- Effective verbal and written communications skills necessary to relate to patients, all employees and general public.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000.00.

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.
- May work occasionally evenings and weekends as necessary.
- Will be required to travel to other regional facilities as the position duties may require.

SALARY SCALE:

As per CUPE Facility Support Collective Agreement

Job 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.