



POSITION DESCRIPTION

Position Title: Clerk – Rehabilitation Services
Department: Rehabilitation Services
Classification: Clerk 2
Union: CUPE Community Support
Approved by: Regional Lead – Community & Continuing Care
Date approved: December 9, 2016

REPORTING RELATIONSHIPS

Position reports to: Manager, Health Services – Rehabilitation Services
Positions supervised: None

POSITION PURPOSE

The Clerk 2 Rehabilitation Services provides clerical support and reception services for the Rehabilitation Program. The incumbent must be a versatile, mature individual who demonstrates knowledge and skills in general office procedures while communicating in a pleasant and courteous manner when dealing with people.

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:

- Provides a welcoming point of entry into Rehabilitation Services.
- Communicates effectively and collaboratively with other team members in the program to ensure good working relationships and promotes a strong team dynamic in the department.
- Develops and maintains efficient computer and paper filing systems for programs within Rehabilitation Services, pertaining to both client and non-client information.

- Promotes an organized work environment, which will support the function of a busy multi-discipline and multi-service department.
- Provides reception duties to the department by answering, screening or redirecting inquiries or concerns that come to the department via telephone or in person.
- Takes the lead role in scheduling client appointments for the programs offered by Rehabilitation Services and ensures that this occurs in an organized and efficient manner.
- Monitors the client waiting areas and ensures there is smooth flow of clients into and out of their scheduled treatment areas and waiting areas.
- Assists in the collection, data entry and collation of statistical information with regards to workload measurement systems under the direction of the Manager.
- Types client reports, correspondence, educational information, manuals, forms etc., as required by the Director, Health Services, Managers, Health Services, or therapists in the program.
- Distributes in the appropriate manner, reports or other correspondence to other agencies, referral sources, etc., as per established guidelines.
- Takes a lead role in the development of the client charts, filing and pulling the charts in order to support the daily work of the therapists.
- Takes minutes at various staff meetings as directed by the Director, Health Services or Managers, Health Services and is responsible for the organization and distribution of those minutes.
- Participates in meetings and committee work as assigned by the Director, Health Services or Manager, Health Services.
- Orders and maintains an inventory of office supplies.
- Receives sorts, stamps, and distributes mail as required.
- Participates in and contributes to quality assurance programs.
- Participates in orientation of new staff as requested.
- Maintains therapists' appointment books, updating with any meetings, seminars, education days or other related commitments.
- 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. Performance Conversation to be completed at the end of the probationary period and at minimum every two years following.

QUALIFICATIONS

Education/Certification:

- Grade twelve (12) education or equivalent
- Completion of an Administrative/Office training program

Knowledge required:

- Proficiency in Microsoft Office Applications and Outlook/Email.

Experience required:

- One (1) year previous experience working in an office environment.
- Previous experience working in a rehabilitation environment.
- Other suitable combinations of education and experience may be considered.

Skills/Competencies/Conditions of employment:

- Demonstrated effective oral and written communication skills.
- Demonstrated effective decision-making, and problem solving skills.
- Demonstrated organizational and time management skills.
- Demonstrated ability to build and maintain professional working relationships with management and staff within the region as well as appropriate outside vendors and agencies.
- Demonstrated ability to work both independently and as part of a team.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required
- Proficiency of both official languages is essential for target and designated bilingual positions
- 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

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 Community 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.