



## POSITION DESCRIPTION

**POSITION TITLE:** Clerk 2 – Primary Care

**DEPARTMENT:** Primary Care

**CLASSIFICATION:** Clerk 2

**APPROVED BY:** Regional Lead –  
Community &  
Continuing Care

**UNION:** CUPE Community Support

**DATE APPROVED:** November 8, 2018

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Director, Health Services – Public Health-Healthy Living & Primary Care, Manager, Health Services - Primary Care, or Designate – Primary Care Professional

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

Under the general guidance of a Designate Primary Health Care Professional (i.e. Midwife, Nurse Practitioner), and directly reporting to the Director, Health Services or Manager, Health Services, the Clerk 2 – Primary Care provides clerical support to the department. The incumbent is responsible to respond to internal and external requests that support regional services and initiatives and maintain accuracy of the regional and local databases. The Clerk 2 works with Primary Care professionals to find and report on department information as needed.

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.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

- Provides clerical support for the Primary Care program initiatives. This includes providing clerical support to prepare/develop, organize and maintain confidential records and databases.
- Upon instruction, and on own initiative, utilizes Microsoft Office products to accurately input and format various documents including reports, tables and statistical information from verbal instruction, handwritten copies or electronic means.

- Responds to requests for personal health information in accordance with regional policies, procedures and guidelines.
- Based on site requirements, fulfills receptionist duties (receives, screens and redirects calls and visitor for the office, including taking messages, resolving queries and/or referring calls to appropriate staff).
- Performs scheduling functions as assigned (e.g. clinic appointments).
- Ensures files are maintained in accordance with policies, procedures and guidelines.
- Participates in the coordination and administration of designated regional databases.
- Receives and distributes incoming referrals within timeframes as identified by program guidelines.
- Maintains the accuracy of databases in collaboration with the designated regional teams.
- Completes requests for the compilation of reports and information requests using a variety of technologies to attain the information specialized to the various teams.
- Enters data and generates reports, the provincial electronic primary health care record.
- Attends seminars, workshops, educational and computer courses to enhance abilities and to maintain knowledge of current techniques and methods.
- Provides training on and acts as an educational resource for electronic primary health care information management systems utilized in the program as assigned.
- 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.

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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. Successful completion of probation period.
2. Biannual performance appraisal.
3. Works within established guidelines and competencies as evidenced by reviews and audits.

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### **QUALIFICATIONS**

#### **EDUCATION/CERTIFICATION:**

- Completion of a Business Administration or Office Administration Program from an accredited institution.

#### **KNOWLEDGE REQUIRED:**

- Proficient in Microsoft Office Applications Word, Excel, PowerPoint and Outlook.
- Knowledge of general office procedures.
- Knowledge in the use of general office equipment.

**EXPERIENCE REQUIRED:**

- Minimum one (1) year full time equivalent clerical experience within the last five (5) years.
- Other suitable combinations of education and experience may be considered.

**SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated oral and written communication skills.
- Demonstrated decision making and problem-solving skills and abilities.
- Demonstrated ability to work independently and as member of a team.
- Demonstrated ability to show attention to detail and accuracy.
- Demonstrated ability to establish effective and professional working relationships.
- 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 \$1,000,000.00.

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**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.

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**SALARY SCALE:**

As per CUPE Community Support Collective Agreement Salary Scale

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*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.*