



## POSITION DESCRIPTION

**POSITION TITLE:** Clerk II –  
Rapid Access to Addiction Medicine Clinic

**DEPARTMENT:** Mental Health

**CLASSIFICATION:** Clerk II

**APPROVED BY:** Regional Lead – Human  
Resources

**UNION:** CUPE Facility Support

**DATE APPROVED:** August 26, 2020

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Recovery Health Nurse – Rapid Access to Addiction Medicine (RAAM) Clinic

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

Reporting to the Recovery Health Nurse, the Clerk II – Rapid Access to Addiction Medicine (RAAM) Clinic provides clerical support to the clinic processes. Working within an integrated interdisciplinary team and in partnership with other providers and community services, the Clerk II provides a people-centered approach to support the delivery of services to clients seeking support for addictions. 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 and vulnerable individuals.

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 a welcoming point of entry to the RAAM Clinic, in a hopeful, recovery-oriented manner, and sees to clients' immediate comfort.
- Maintains a calm and tactful composure under a range of challenging circumstances and stays focused under pressure.
- Provides orientation to clients and families on RAAM Clinic processes, and apprises of wait times.

- Assists individuals and families to reduce any immediate distress.
- Assists the RAAM Clinical Team Members during crisis intervention in an assertive, timely fashion in order to mitigate the situation, and reduce risks and ensure safety.
- Communicates effectively and collaboratively with other team members in the clinic and larger mental health 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 all programs within the department, pertaining to both client and non-client information, in accordance with policies, procedures and guidelines.
- Promotes an organized, professional work environment that supports the function of a busy multi-discipline and multi-service department while maintaining an atmosphere that is customer/client focused.
- Provides reception duties to the clinic by answering, screening or redirecting inquires or concerns that come to the clinic via telephone, in person, or email/electronic transmission
- Monitors the patient waiting area and ensure there is a good patient flow in and out of the treatment and waiting areas.
- Types patient reports, correspondence, educational information, manuals, forms etc., as required.
- Protects and maintains strict confidentiality in all matters as required by the Personal Health Information Act and The Freedom of Information and Protection of Privacy Act.
- Distributes in the appropriate manner, reports or other correspondence to other agencies, and referral sources, as per established guidelines.
- Ensures RAAM clinic has adequate office and medical supplies and orders supplies as required.
- Assists with distribution of harm reduction supplies.
- Receives, sorts, stamps and distributes mail as required.
- Maintains general tidiness and cleanliness of the environment.
- Participates in and contributes to quality improvement processes.
- Participates in orientation of new staff as requested.
- Provides clerical support for the RAAM Clinic providers, inclusive of the preparation, development, organization and maintenance of confidential records and database.
- 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.
- Communicates requests for personal health information in accordance with regional policies, procedures and guidelines.
- Performs scheduling functions as assigned. (e.g. clinic appointments).
- Receives and distributes incoming referrals within timeframes as identified by program guidelines.
- Completes requests for the compilation of reports and information requests using variety of technologies. (EChart, Mental Health client registries, etc.).
- Enters data and generates reports, per the approved Electronic Medical Record (EMR).
- 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 the electronic medical record system utilized within the RAAM Clinic.

- 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 conversation.
3. Works within established guidelines and competencies as evidenced by reviews and audits.
4. Performance is measured against ability to meet requirements of essential functions and duties outlined within the job description.

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### **QUALIFICATIONS**

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

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

#### **KNOWLEDGE REQUIRED:**

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

#### **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 ability to communicate respectfully and positively with clients that may be experiencing mental health and addiction crisis in an approachable, non-judgmental, and friendly manner.
- Demonstrated decision making and problem-solving skills and abilities.
- Demonstrated ability to show attention to detail and accuracy.
- Demonstrated ability to work independently and as a member of a team.
- 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 Facility 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.*