



POSITION DESCRIPTION

POSITION TITLE: Navigation Clerk	DEPARTMENT: Regional Cancer Program Hub Cancer Navigation Services
CLASSIFICATION: Unit Clerk	APPROVED BY: Executive Director - West
UNION: CUPE Facility Support	DATE APPROVED: May 17, 2018

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager, Health Services - Oncology

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Manager, Health Services – Oncology or designate, the Navigation Clerk assists to coordinate the activities of the Regional Cancer Program Hub, Cancer Navigation Services Team by performing all clerical, receptionist and communication duties. The focus of this position is to support and help facilitate the work of the Regional Cancer Program Hub, Cancer Navigation Service Team.

The Navigation Clerk assists all Regional Cancer Program Hub Team members to foster effective coordination, knowledge sharing and communication between patients and Cancer Navigation Services Team members, Regional Health Care providers and members of the CancerCare Manitoba team.

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 clerical support to the Regional Cancer Program Hub, Cancer Navigation Services Team members.
- Performs duties in accordance with the program visions, missions, philosophy, goals and objectives of the cancer navigation program.
- Maintains a professional office environment creating an atmosphere that is customer/client focused.

- Maintains strict confidentiality in all matters.
- Completes data entry into ARIA and paper charts.
- Scan documents into ARIA.
- Reviews and manages electronic chart checks.
- Ensures standardized checklist tasks are complete.
- Manages correspondence as required.
- Receives and prioritizes incoming mail/faxes and attaches related material for review.
- Tracks diagnostic results, accesses reports.
- Manages the central location including the following:
 - the Central fax number and machine;
 - manages paper files;
 - copies documents and referrals as required;
 - updates resource and contact lists;
 - checks voice mails and e-mails;
 - answers phones, collects and documents demographics;
 - prints items e.g. labels;
 - orders and ensures distribution of standardized patient information, supplies, forms and resources; and
 - compiles stats, data base entry.
- Arranges meetings including booking locations/facilities, notifies participants, prepares and sends out agendas, coordinates reports for meetings, takes and distributes the minutes and ensures follow-up as required.
- Recognizes and establishes communication process dependent on degree of urgency.
- Composes replies on own initiative and on instruction.
- Creates and maintains an orderly file system.
- Provides technological support and coordination.
- Works with other support staff in programs to ensure processes are in place and communicated to staff.
- Books Manitoba Telehealth meetings as required.
- Schedules appointments, manages calendars of Navigators, Psychosocial Oncologist Clinicians to see patients, or FPO diagnostic clinic bookings.
- Types, formats and proofreads a variety of materials.
- 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. To be defined.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade XII Education.
- Completion of a recognized Secretarial or Business Office training program required.

KNOWLEDGE REQUIRED:

- Proficiency in Microsoft Office Applications, Outlook/Email.

EXPERIENCE REQUIRED:

- Minimum one (1) year previous experience in health care environment.
- Experience in an oncology clinical setting and rural health care will be an asset.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated keyboarding speed of 50 WPM required.
- Demonstrated excellent communication, interpersonal, analytical, collaborative and coordination skills.
- Demonstrated ability and capability of carrying out the duties of this position with diplomacy, sound judgment, tact and professionalism in a team environment.
- Demonstrated ability to prioritize work, meet deadlines and manage interruptions in a high paced changing environment.
- Demonstrate ability to display professional conduct at all times.
- 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.

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 Salary Scale.

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
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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.