



- Supports the pre-op process by ensuring required patient information is provided.
- Provides reception and clerical functions for the OR reception desk as required.
- Maintains an up to date filing system and establishes new filing system upon request.
- Re-schedules surgical procedures as needed and follows up on missed appointments.
- Answers routine inquiries of patients, clients and staff of the surgical program.
- Collects department statistics as required by management.
- Collaborates and communicates effectively with nursing personnel, physicians, pre-operative clinic, physician office staff, patients, families, admitting, and other health care professionals.
- Prioritizes workload and able to work under stressful situations.
- Documents pertinent information accurately according to policies and procedures.
- 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. Achievement of essential functions and basic duties as outlined above.
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### **QUALIFICATIONS**

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

- Grade 12 Education.
- Completion of the Medical Terminology Course required.
- Unit Clerk Certificate preferred.

#### **KNOWLEDGE REQUIRED:**

- Knowledge and proficiency in Microsoft Office Suite (Word and Excel) and Outlook – Intermediate level required.
- Knowledge and competency with patient care systems and surgery booking within multiple computerized information systems e.g. SIMS and ADT required.

#### **EXPERIENCE REQUIRED:**

- One (1) year experience in related clinical area is preferred.
- One (1) year recent experience (within the last 3 years) with SIMS.

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

- Demonstrated typing speed of 40 WPM required.
- Demonstrated accuracy, efficiency, timeliness and diligence in accomplishment of duties.
- Demonstrated ability to prioritize workloads using effective time management skills.

- Demonstrated oral and written communication skills.
  - Demonstrated organizational and problem solving skills.
  - Demonstrated ability to work with minimum supervision.
  - Demonstrated ability to build and maintain 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

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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.*