



POSITION TITLE:	Unit Clerk	DEPARTMENT:	Support Services
CLASSIFICATION:	Unit Clerk	APPROVED BY:	Regional Lead – Acute Care & Chief Nursing Officer
UNION:	CUPE Community	DATE APPROVED:	August 2024

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director, Health Services and/or Manager, Health Services or Delegate

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Director, Health Services and/or Manager, Health Services or Delegate, the Unit Clerk performs clerical, receptionist and communication functions on the unit as part of the nursing team.

The incumbent will exercise 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

Diversity of responsibilities exists within the Unit Clerk essential functions and basic duties relevant to the site and program requirements.

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

- Supports the health care team in activities of a clerical nature and acts as a unit receptionist, assisting clients and visitors, answering telephones etc.
- Copies, prepares and records information.
- Assembles client charts, including adding new sheets and filing laboratory and other department reports.
- Functions as a liaison for the nursing department in interdepartmental contacts.
- Ensures unit has adequate supplies and equipment and submits requests for supplies and services as required.
- Transports reports or requests to and from other departments including transporting clients.
- Transcribes and assists with processing of physician orders.
- Notifies appropriate department of client admissions, transfers, discharges and deaths.
- Coordinates client appointments as required.
- Adheres to expected standards, 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. Performance that contributes to a respectful workplace, Southern Health-Santé Sud mission, vision, core values, policies and procedures.
 2. Performance will be measured against the above-identified essential functions and basic duties.
 3. Successful completion of probation.
 4. Biennial performance appraisal.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade 12 Education or equivalent.
- Unit Clerk Certificate.

KNOWLEDGE AND EXPERIENCE REQUIRED:

- Minimum one (1) year experience in a related clinical area.
- Proficient in Microsoft Office Applications and Email.
- Other suitable combinations of Education and Experience may be considered.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated written and oral communication skills
- Demonstrated ability to prioritize in a changing environment
- Demonstrated organization skills
- Demonstrated ability to build and maintain a respectful and positive working relationship with all facility staff
- Given the cultural diversity of our region, the ability to respect and promote a cultural 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
 - Required to work evenings and weekends as necessary
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SALARY SCALE:

As per CUPE 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.