



Provincial Job Description

TITLE:
(183) Unit Clerk

PAY BAND:
8

FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides reception and clerical support to a unit/department.

QUALIFICATIONS:

- ◆ **Office Education certificate**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Basic keyboarding/computer skills**
- ◆ **Basic medical terminology**
- ◆ **Interpersonal, organizational and communication skills**
- ◆ **Ability to work independently**

EXPERIENCE:

- ◆ **Previous: No previous experience.**

KEY ACTIVITIES:

A. Reception / Telephone

- ◆ Greets clients/patients/public to department/unit.
- ◆ Provides telephone support (e.g., takes messages, directs calls, provides information).
- ◆ Books appointments (e.g., emergency surgery, laboratory tests, external appointments).
- ◆ Provides travel coordination for patients (e.g., appointments, transfers).
- ◆ Arranges transfers to other units/facilities.
- ◆ Escorts clients/patients/residents to appointments, where required.
- ◆ Obtains information/reports.
- ◆ Assists with allocation of beds and patient placement.
- ◆ Monitors visitors.
- ◆ Pages staff.

B. Chart Maintenance

- ◆ Processes physician orders (e.g., filling out requisitions, sending paperwork to appropriate department).
- ◆ Assembles and disassembles charts.
- ◆ Charts vital signs.
- ◆ Files reports.
- ◆ Imprints charts.
- ◆ Requests, picks up and returns Medical Records charts.
- ◆ Completes applicable paperwork for admissions, discharges and transfers.
- ◆ Assembles discharge and special needs packages.
- ◆ Takes/files resident identification pictures.

C. Clerical

- ◆ Performs clerical duties (e.g., files, photocopies, faxes, e-mails, laminates, collates, shreds).
- ◆ Picks up and delivers mail/specimens.
- ◆ Performs data entry and word processing (e.g., reports, letters).
- ◆ Collects/checks/completes payroll time sheets.
- ◆ Maintains petty cash and minor accounts receivable (billing and receipting).
- ◆ Maintains various manuals.
- ◆ Sorts and distributes reports.
- ◆ Obtains death/birth registration and health number assignments.
- ◆ Compiles bed census/statistics.

D. Related Key Work Activities

- ◆ Maintains/delivers Operating Room slate, where required by the job.
- ◆ Resolves Operating Room procedure/physician/equipment conflicts.
- ◆ Tracks status of patient care throughout patient's emergency department visit, where required by the job.
- ◆ Fills relief shifts and updates associated staff call-in lists in accordance with collective agreements, where required by the job.
- ◆ Tracks audiovisual equipment and maintains library resources (e.g., books, magazines and periodicals).
- ◆ Orders supplies.
- ◆ Maintains office equipment.
- ◆ Books meeting rooms.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Dated this day _____ of _____, 2004.

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