



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:

- ◆ **Medical Administrative Assistant diploma**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Basic keyboarding skills**
- ◆ **Basic computer skills**
- ◆ **Basic medical terminology**
- ◆ **Interpersonal skills**
- ◆ **Organizational skills**
- ◆ **Communication skills**
- ◆ **Ability to work independently**

EXPERIENCE:

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

KEY ACTIVITIES:

A. Reception / Telephone

- ◆ Greet clients/patients/public to department/unit.
- ◆ Provide telephone support (e.g., take messages, page staff, direct calls, provide information).
- ◆ Book appointments (e.g., emergency surgery, laboratory tests, external appointments).
- ◆ Provide travel coordination for patients (e.g., appointments, transfers).
- ◆ Arrange transfers to other units/facilities.
- ◆ Obtain information/reports.
- ◆ Assist with allocation of beds and patient placement.

B. Chart Maintenance

- ◆ Process physician orders (e.g., fill out requisitions, send paperwork to appropriate department).
- ◆ Assemble and disassemble charts.
- ◆ File reports.
- ◆ Label charts.
- ◆ Audit charts for accuracy.
- ◆ Request, pick up and return Health Records.
- ◆ Complete applicable paperwork for admissions, discharges and transfers.
- ◆ Assemble discharge and special needs packages.

C. Clerical

- ◆ Perform clerical duties (e.g., file, photocopy, fax, e-mail, scan, laminate, collate, shred).
- ◆ Pick up and deliver mail/specimens.
- ◆ Perform data entry and word processing (e.g., reports, letters).
- ◆ Maintain various manuals.
- ◆ Sort and distribute reports.
- ◆ Obtain death/birth registration and health number assignments.
- ◆ Compile bed census/statistics.

D. Related Key Work Activities

- ◆ Resolves physician/equipment conflicts for Operating/clinic/procedure rooms.
- ◆ Tracks audiovisual equipment and maintains library resources (e.g., books, magazines, periodicals).
- ◆ Orders and stocks supplies.
- ◆ Maintains office equipment.
- ◆ Books meeting rooms.
- ◆ Escorts clients/patients/residents to appointments.
- ◆ Collects/checks/completes payroll time sheets.
- ◆ Maintains petty cash and minor accounts receivable (billing and receipting).
- ◆ Maintains/delivers Operating Room slate.
- ◆ Tracks status of patient care throughout patient's emergency department visit.
- ◆ Fills relief shifts.
- ◆ 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.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: January 11, 2017