



Provincial Job Description

TITLE:
(337) Telehealth Facilitator

PAY BAND:
7

FOR FACILITY USE:

SUMMARY OF DUTIES:

Facilitates Telehealth activities including scheduling patient consultations. Sets up and tests equipment. Provides technical support and instruction for participants.

QUALIFICATIONS:

- ◆ **Office Administration certificate**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Intermediate computer skills**
- ◆ **Basic medical terminology**
- ◆ **Communication skills**
- ◆ **Organizational skills**
- ◆ **Interpersonal skills**
- ◆ **Ability to work independently**
- ◆ **Ability to communicate in a First Nations language, where required by the job**
- ◆ **Valid driver's license**

EXPERIENCE:

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

KEY ACTIVITIES:

A. Telehealth Operations

- ◆ Schedules use of Telehealth suite to meet needs of client/patient/resident and clinicians.
- ◆ Advertises and registers participants for Telehealth sessions.
- ◆ Ensures equipment is appropriately connected and tested.
- ◆ Facilitates clinic administration and ensures that appropriate records are available during consultation.
- ◆ Provides technical support and instruction to health care providers, clients/patients/residents and other participants.
- ◆ Provides input into Telehealth policies and procedures.

B. Communication

- ◆ Liaises with outside agencies regarding type of presentation materials.
- ◆ Collaborates with other Telehealth facilitators regarding administration, organization of educational sessions, troubleshooting, reporting and recording.
- ◆ Trains and provides operating assistance to end users.
- ◆ Promotes Telehealth initiatives by creating posters and distributing notices.

C. Related Key Work Activities

- ◆ Maintains databases, inputs statistical data and prepares reports (e.g., evaluations, utilization statistics).
- ◆ Provides routine maintenance and checks of Telehealth workstation elements and peripherals.
- ◆ Troubleshoots, monitors, reports and records technical functionality.
- ◆ Arranges for refreshments at clinics/educational sessions.
- ◆ Sets up and dismantles room and/or equipment.
- ◆ Travels between facilities to facilitate Telehealth sessions.
- ◆ Provides office clerical support.

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: March 8, 2017