



Provincial Job Description

TITLE:
(431) Program Access Coordinator

PAY BAND:
11

FOR FACILITY USE:

SUMMARY OF DUTIES:

Coordination of client access to multi-disciplinary care, services and special programs.

QUALIFICATIONS:

- ◆ Medical Administrative Assistant diploma

KNOWLEDGE, SKILLS & ABILITIES:

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

EXPERIENCE:

- ◆ Previous: Twelve (12) months previous experience working in an office environment.

KEY ACTIVITIES:

A. Coordination of Assessment and Treatment

- ◆ **Coordinates information of the needs of clients and documents the same for the program staff and client's health record.**
- ◆ **Pre-registers and obtains detailed personal and medical history for clients from a variety of sources (e.g., physicians, therapists, schools).**
- ◆ **Develops agendas, records and distributes minutes and completes follow up of meeting actions.**
- ◆ **Enters, creates and maintains schedules.**
- ◆ **Maintains and updates client charts.**
- ◆ **Schedules and coordinates client appointments (e.g., X-rays/ultrasounds, clinics, therapy appointments, education classes).**
- ◆ **Books rooms.**
- ◆ **Books, cancels, reschedules and makes adjustments to previously scheduled appointments, meetings and education classes.**
- ◆ **Processes referral requests.**
- ◆ **Creates and maintains waiting lists.**

B. Communication

- ◆ **Communicates with clients, families, physicians, outside agencies and the care team to ensure the care needs of the client are met.**
- ◆ **Responds to inquiries on programs, wait lists and factors that impact wait times.**
- ◆ **Provides information on services within the program and Health Region, local services and outside agencies.**
- ◆ **Facilitates coordination of travel with the appropriate services (e.g., Travel Coordinator, Social Services, local transportation).**
- ◆ **Communicates directly with a variety of support agencies (e.g., Social Services, band offices, schools).**

C. Clerical

- ◆ **Compiles statistical reports.**
- ◆ **Performs word processing duties (e.g., letters, prepares reports).**
- ◆ **Orders supplies.**
- ◆ **Photocopies, files, processes mail and shreds documents.**
- ◆ **Provides reception/telephone services.**
- ◆ **Performs data entry and maintains database.**
- ◆ **Retrieves and files client records.**
- ◆ **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: March 8, 2017