



## **JOB DESCRIPTION**

**POSITION TITLE: Receptionist/Secretary – Rainbow Valley CHC**

### **JOB SUMMARY:**

The Receptionist-Secretary is responsible for a wide range of clerical, communication, and receptionist/secretarial functions for the Centre.

### **RESPONSIBILITIES:**

1. Prepares and distributes Administrative communications such as newsletters, memos correspondence, forms, presentations, policies, photos, and creates advertisements; submits for approval and forwards to the media.
2. Provides administrative and secretarial support to the Director of Health Services and other program staff as assigned.
3. Takes minutes at meetings as required, manages the meeting binder and maintains administrative records, minutes, and reports.
4. Assists departments when they have purchasing requirements or with product information or advice.
5. Maintains an inventory system of keys and maintains all reception resources, chart resources and resource directories.
6. Performs all procedures in a safe manner, in accordance with the department and hospital occupational health and safety policies including WHMIS,
7. Accurately and consistently adheres to all policies and procedures,
8. Ensures efficient and effective use of staff time by receiving calls and taking and directing messages to all staff.
9. Schedules patient appointments through the electronic booking system and prepares templates for health care providers work schedule.
10. Maintains patient records, and tracks or prepares reports for distribution to provider's or external agencies.
11. Assists the providers to prepare education material or presentations.
12. Assists in directing the patient flow within the centre.
13. File/scans patient reports as required.
14. Prepares referral and consultation letters as directed.
15. Responsible for photocopying of reports and distribution.
16. Initiates and maintains the patient record, prepares charts for transfers.
17. Answers and screens calls directing them to the appropriate individual.
18. Ensures that confidential patient information is not divulged except in accordance with legal statutes or institutional policies.
19. Provides effective and polite communication with patients and visitors.
20. Receives, sorts and prepares mail for the postal service.
21. Performs a variety of clerical functions associated with data entry and invoices.
22. Ensures proper and accurate documentation of all patient registrations into the patient data information system.
23. Schedules and sets up OTN as required.
24. Assists the off-site IT service to troubleshoot IT network problems
25. Performs general closing procedure.

26. Collects fees for items/services provided by Centre to clients as required
27. Maintains bookings for meetings rooms and offices of the Centre.
28. Initiates crisis response procedures when necessary.
29. Contributes to and participates in the Continuous Quality Improvement Program by assisting to implement changes as required to improve services and enhance departmental efficiency.
30. Accurately and consistently adheres to all Clinic and relevant Hospital policies and procedures.
31. Assumes other related duties as required.

**Principle Accountabilities:**

In addition to the general requirements of the Hospital for reliable attendance, timeliness and personal conduct and consistent with all Hospital and Department policies and procedures, the incumbent is expected to:

**Client Safety** - It is everyone's responsibility to identify, reduce and manage risk. Information will be shared about potential risks and to improve services. When incidents do occur, they are identified, reported and recorded in a timely way so ongoing improvements can be made.

**Health and Safety** - It is every employee's responsibility to perform work in accordance with the provisions of the Occupational Health and Safety Act and Regulations, and all SFMH policies and procedures related to Occupational Health and Safety. Staff must be fully knowledgeable of all worker responsibilities under the *Occupational Health & Safety Act*, and the Hospitals' Health & Safety plans, policies and procedures; continually demonstrate commitment to these and ensure compliance to create a healthy and safe environment for staff and self; and attend Health and Safety in-services and take action to address unsafe conditions and procedures.

**Ethics** - All SFMH staff must comply with the MCCH Joint Ethics Statement Submissions

**PHIPA** - Staff will uphold the ethical and legal responsibility to maintain the confidentiality and privacy of client health information obtained while providing care, in accordance with the Personal Health Information Protection Act (PHIPA).

**Code of Conduct** - Staff will establish and maintain respectful, collaborative and professional relationships that include relationships with colleagues, health care team members and employers. Professional relationships are based on trust, respect and by upholding the code of conduct as set out by St. Francis Memorial.

**CQI** - Staff will contribute to and participate in the hospital-wide Continuous Quality Improvement Program by assisting to implement changes as required to improve services and enhance departmental efficiency.

**Emergency Preparedness** - Be fully knowledgeable of the Disaster Manual to understand the actions expected.

**Professional Standards** - Maintain all necessary qualifications and certificates and ensure all professional standards and legislation requirements are met.

**QUALIFICATIONS:**

1. Secondary school diploma and post-secondary training in office administration, or a related program or an equivalent combination of experience and education.

2. Three to five years administration support experience, preferable in a human service organization.
3. Proficiency with word processing and desktop publishing software essential; as in knowledge of operating systems and basic system troubleshooting.
4. Working knowledge of office computer system.
5. Knowledge of health and social services as appropriate to program area.
6. Ability to work independently and as a member of an administrative support team.
7. Ability to work flexible hours.

**REPORTS TO:**        Manager of Health Services or Designate

Revised: 2016 05 13, R 2017 08 24, R 2021 03 19