



## **POSTION DESCRIPTION**

**POSITION TITLE:** Receptionist – Health Wellness

**RESPONSIBLE TO:** Chief Operating Officer

### **GENERAL ACCOUNTABILITES:**

*The Receptionist – Health Wellness serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre’s Statement of Values and Principles. The Receptionist is an essential member of the client-centred health professional Team. The Receptionist will work with the other members of the Health Centre’s teams to effectively and efficiently serve Health Centre clients through traditional, non-traditional and innovative approaches to service delivery within the broad determinants of health framework.*

### **SUMMARY OF FUNCTION:**

The Receptionist – Health Wellness will enhance Health Wellness programs care service by providing assistance to clients through the appropriate triaging of client needs at reception via telephone or personal contact. With a warm and welcoming approach, the Receptionist will utilize their fullest scope of practice in a health care setting.

### **SPECIFIC ACCOUNTABILITIES:**

1. Provide reception functions during daytime and evening office hours according to reception schedule;
2. Warmly receive and greet clients, accounting for their arrival in the electronic system and monitor client flow;
3. Ascertain purpose of visit, make timely decisions relative to the type and urgency of each client’s need in conjunction with the health care providers where appropriate;
4. Ensure that all client information is updated in the EHR at each visit including Health Card numbers, telephone numbers, address and all other pertinent demographics and maintain client confidentiality in accordance with policies established by Board of Directors;
5. Schedule client appointments on a computerized appointment scheduler, ensuring provider schedules are booked accurately, rescheduling appointments as necessary;
6. Support the maintenance of an efficient computerized information/filing system and statistical information by updating it through familiarity and continuing education with appropriate software and hardware;
7. Support continuous quality improvement activities;
8. Foster an enthusiastic team spirit through nurturing positive relationships among staff;
9. Calling clients to remind them of appointments or to reschedule as needed;
10. Faxing as required, plus processing all incoming faxes and sorting to appropriate locations;
11. Ensure scanning for the program is completed accurately and in a timely manner;
12. Provide reception coverage as needed at specified locations;
13. Other duties as may be assigned.

### **QUALIFICATIONS:**

1. College diploma or equivalent of High School diploma plus experience working in a health care setting performing similar duties.
2. Demonstrated ability to be flexible and adaptable.
3. Possess excellent assessment, organizational and problem-solving skills.
4. Excellent communication and interpersonal skills.
5. Enthusiasm to serve a diverse community.
6. Proficiency in other languages an asset.
7. Previous Telus PSS experience an asset.
8. Proficiency in the use of personal computers and software including Office 365, Microsoft Word and Excel.

Revised: May 2023