



COMPASS

COMMUNITY HEALTH

POSITION DESCRIPTION

POSITION TITLE: Administrative Clerk - Clinical Services

RESPONSIBLE TO: Chief Operating Officer

GENERAL ACCOUNTABILITIES:

The **Administrative Clerk - Clinical Services** 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 Administrative Clerk - Clinical Services is an essential member of the client-centered health professional Team and 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 FUNCTIONS:

The **Administrative Clerk - Clinical Services** will assist the Primary Health Care Team to effectively and efficiently serve Health Centre clients on a daily basis by ensuring that electronic health records are updated with all relevant information. The Administrative Clerk - Clinical Services will be responsible for uploading electronic documents into clients' electronic health records and for ensuring that pertinent sociodemographic information is up to date. The Administrative Clerk - Clinical Services will also support reception to enhance primary care service by providing assistance to clients as a first point of contact and through the appropriate triaging of client needs via telephone or personal contact.

SPECIFIC ACCOUNTABILITIES:

1. Support the functions of the Health Records by scanning and uploading documents;
2. Scan paper client documents and upload electronic documents into the appropriate client Electronic Health Record, ensuring the document is electronically inserted into the correct section of the medical record;
3. Work with members of the Primary Care, Health Wellness and Health Information Systems teams to determine which clients require updates to client sociodemographic information and connect with clients via telephone and in person to ensure that client records contain accurate and up-to-date sociodemographic information;
4. Provide reception functions during day and evening office hours according to reception schedule;
5. Warmly receive and greet visitors and clients. Ensure they are registered for their appointment and/or directed appropriately;
6. Ensure that all client information is updated in the Electronic Medical Records at each visit including Health Card and/or Interim Federal Health information, telephone numbers, address, email and all other pertinent demographics;
7. Work closely with the Reception Team to ensure reception has adequate coverage;
8. Work closely with the RPN Team, referring medically related phone calls, providing messages and pertinent information to the RPN;
9. Foster an enthusiastic team spirit through nurturing positive relationships among staff;
10. Other duties may be assigned.

QUALIFICATIONS:

1. College Diploma or Ontario Secondary School Diploma and two to five years' experience in a health care setting performing similar duties
2. Experience with the Electronic Medical Records
3. Proficiency in data entry, with strong attention to detail
4. Knowledge of medical terminology an asset
5. Demonstrated ability to be flexible along with excellent organization and problem-solving skills.
6. Good communication and interpersonal skills, with the ability to work with a team and independently
7. Strong interest in Community Health
8. Proficiency in another language an asset
9. Ability to work at least two evenings a week, and some weekends (including holiday weekends)

I understand the requirements, essential functions, and duties of the position.

Employee Signature

Date:

Revised: July 2023