



POSITION DESCRIPTION

POSITION TITLE: Receptionist/Administrative Support

RESPONSIBLE TO: Chief Operating Officer

GENERAL ACCOUNTABILITES:

The **Receptionist/Administrative Support** serves as a champion of the Compass Community Health Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Receptionist/Administrative Support is an essential member of the client-centred health professional team. The Receptionist/Administrative Support 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 **Receptionist/Administrative Support** will enhance client service by effectively and efficiently serving Primary Care clients on a daily basis as a first point of contact and through the appropriate triaging of client needs via telephone or personal contact. The Receptionist/Administrative Support ensures that all are welcomed in a friendly, professional and supportive manner. Furthermore, the Receptionist/Administrative Support will provide logistical and administrative support for Pathways to Education program implementation, ensuring accuracy in entering records into databases.

SPECIFIC ACCOUNTABILITIES:

1. Provide reception functions during day and evening office hours according to the Primary Care clinic reception schedule;
2. Warmly receive and greet visitors and clients. Ensure they are registered for their appointment and/or directed appropriately;
3. 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;
4. Assess client, visitor and/or caller needs and direct them to the appropriate staff member, RPN or health care provider;
5. Work closely with the Reception Team to ensure reception has adequate coverage;
6. Work closely with the RPN Team, referring medically related phone calls, providing messages and pertinent information to the RPN;
7. Schedule patient appointments and diagnostic tests as is appropriate and ensure that the reason for appointments are clearly stated in the Electronic Medical Records Scheduler;
8. Provide clients with registration forms and ensure all extended demographics fields are complete and signed by client;
9. Monitor patient flow and maintain communication with the Health Care Aide and RPNs to ensure that clients are receiving the appropriate information related to their appointment time and the clinical provider.

10. Ensure regularly, throughout the day, that the waiting room is neat and orderly;
11. Scan, upload and e-fax client records as required;
12. Sort the daily mail to be distributed accordingly and scan into client charts where necessary;
13. Foster an enthusiastic team spirit through nurturing positive relationships among staff;
14. Data entry of Pathways to Education program engagement and accurate, confidential recording of program data;
15. Providing administrative support for the Pathways to Education program, including updating of client registration files, preparation of program-related resources and documents, and managing client and program-related records;
16. Ensuring alignment with Health Centre's Policies regarding Occupational Health and Safety, and Privacy and Confidentiality;
17. Additional clerical, administrative and other duties as necessary.

QUALIFICATIONS:

1. College Diploma or Ontario Secondary School Diploma and two to five years' experience in a health care setting performing similar duties
2. Proficiency in typing and word processing, data input, voice mail and computerized scheduling.
3. Experience in dealing with the public in a mature and helpful manner.
4. Problem solving, time management, good people skills and knowledge of diversity and equity issues
5. Data entry and administrative skills, including databases; previous experience using Electronic Medical Records an asset
6. Ability to be flexible and adaptable
7. Excellent communication skills
8. Proficiency in Arabic an asset.
9. Additional courses in computer and administrative skills an asset

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

Date

Revised: May 2021