



## **POSTION DESCRIPTION**

**POSITION TITLE:** Receptionist - Health Wellness Program

**RESPONSIBLE TO:** Health Wellness Director

### **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 Health Wellness Receptionist is an essential member of the client-centred health professional Team. The Health Wellness 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 program 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 Health Wellness Receptionist will utilize their fullest scope of practice in a health care setting.

### **SPECIFIC ACCOUNTABILITIES:**

1. Work in conjunction with other Health Wellness team receptionists to receive client calls that relate to all programs within the department: rehabilitation, diabetes, diabetic foot care, COPD and chronic disease programs.
2. Make timely decisions relative to the type and urgency of each client's need in conjunction with the health care providers where appropriate.
3. Contribute to effective provision of health wellness and chronic disease prevention services by scheduling patient appointments.
4. Register clients to the Health Centre and provide initial and follow-up appointments.
5. Administrative support including minute taking, providing information for report generation and scanning.
6. Utilize the Electronic Client Health Records system for scheduling and documenting client interactions, which may include client health information and other significant information.
7. Partake in continuous quality improvement activities as assigned from time to time.
8. Foster an enthusiastic team spirit through nurturing positive relationships among staff.
9. Other duties as may be assigned.

### **QUALIFICATIONS:**

1. College Diploma or equivalent of Ontario Secondary 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. Proficiency in the use of personal computers and software including Microsoft Word and Excel.

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

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Date

Revised: March 2017