

JOB SPECIFICATION

TITLE: File Clerk

JOB CODE: 1001
Revised 05/2013

JOB PURPOSE

Maintains filing system by providing filing and retrieval services.

KEY ACTIVITIES

A. Filing and Retrieving Duties

1. Sorts and files documents such as diagnostic images, digitized images, paper documents.
2. Assembles charts according to standardized order; thins files by removing outdated information.
3. Enters file information into file tracking system.
4. Retrieves and tracks requested files and ensures delivery to departments.
5. Creates new files and charts using appropriate coding system.

B. Other Duties

6. Performs reception duties such as answering telephones, providing general information.
7. Performs general office duties such as photocopying, faxing, scanning of documents, processing mail.
8. Maintains operational statistics.
9. Prepares patient documentation for release of information as required.
10. Porters documents where required.
11. Shows others how to perform tasks or duties as part of the departmental orientation.
12. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus additional courses of up to six months such as keyboarding and records management; or equivalent.

JOB SPECIFICATION

TITLE: Patient Menu Clerk

JOB CODE: 1004

Revised 05/2013

JOB PURPOSE

Ensures that nutritional selections match patient dietary profile; surveys patient satisfaction with meals supplied.

KEY ACTIVITIES

1. Prints, labels and distributes computer-generated menus.
2. Receives completed menu forms; may assist patients with their menu selections.
3. Inputs menu selections for each meal; updates patient nourishment profiles as required.
4. Adjusts menu selections to match diet plan; refers changes to dietitian.
5. Compiles and creates reports on menu selections for each meal to provide counts for food production and unit floor sheets.
6. Surveys patients for satisfaction with nourishments supplied.
7. Responds to calls regarding diet changes and patient status.
8. Maintains and provides statistics for reports.
9. Maintains inventory of office supplies.
10. Shows others how to perform tasks or duties as part of the departmental orientation.
11. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus additional courses of up to six months such as software packages and keyboarding; or equivalent.

TITLE: Mailroom Clerk

JOB CODE: 1005
09/2008

JOB PURPOSE

Processes and distributes mail.

KEY ACTIVITIES

1. Receives, sorts and delivers mail and parcels.
2. Obtains patient location from hospital information system; re-addresses if necessary.
3. Determines correct postage for outgoing mail, parcels and courier orders/requests; weighs, applies postage and ensures shipment; keeps related records.
4. Records postage charges for departments, facilities, organizations and agencies.
5. Replenishes postage meter.
6. Keeps mailroom equipment in operating order.
7. Performs general office duties such as answering telephone, data entry.
8. Shows others how to perform tasks or duties as part of the departmental orientation.
9. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent.

TITLE: Receptionist

JOB CODE: 1006
09/2008

JOB PURPOSE

Provides reception and clerical services for a department/program.

KEY ACTIVITIES

A. Reception / Telecommunication Duties

1. Greets patients/clients/public to department/facility.
2. Provides telephone support for department, directs calls, takes messages and provides information.
3. Directs patient/clients/public to appropriate department.
4. Schedules, cancels, reschedules and notifies patients/ clients/public physicians/employees of appointments and/or associated tests.
5. Processes referral requests; enters physician's orders where required.
6. Registers patients for tests and/or appointments, where required.

B. Other Duties

7. Enters and reports on data of various types such as employee payroll information, laboratory requisitions, statistics, purchase orders, incident reports, work requisitions.
8. Submits time sheets where required.
9. Performs general office duties such as data entry, filing, photocopying, faxing, processing mail.
10. Orders, receives, and maintains office supplies.
11. Performs word processing and typing.
12. Records minutes of meetings, where required.
13. Shows others how to perform tasks or duties as part of the departmental orientation.
14. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent.

TITLE: Admission/Registration/Scheduling Clerk **JOB CODE:** 1007
09/2008

JOB PURPOSE

Provides admission services to facility; provides registration services to departments; schedules appointments.

KEY ACTIVITIES

A. Registration/Admission Duties

1. Admits patients to facility by obtaining required demographic, financial and other required information such as authorization release forms.
2. Registers patients to departments such as laboratory, diagnostic imaging for tests/appointments.
3. Prints and prepares charts, armbands, hospital cards and forms for each type of admission.
4. Allocates beds and maintains bed census, where required.
5. Receives, sorts, labels and transports specimens where required.

B. Scheduling Duties

6. Processes referral requests; enters physicians' orders, such as laboratory tests.
7. Schedules, cancels, reschedules patient appointments;- provides test instructions as required.
8. Distributes appointment lists to appropriate physicians and clinics.

C. Other Duties

9. Provides reception services where required and performs general office duties such as data entry, filing, photocopying, processing mail.
10. Enters statistics and prepares reports, where required.
11. Maintains petty cash account, where required.
12. Receives payments for services provided and issues receipts.
13. Maintains office supplies and equipment.



JOB SPECIFICATION



JOB CODE: 1007

14. Announces codes and sounds alarms, where required.
15. Shows others how to perform tasks or duties as part of the departmental orientation.
16. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent, which includes medical terminology and keyboarding.

TITLE: Telecommunications Clerk

JOB CODE: 1010
09/2008

JOB PURPOSE

Operates switchboard; provides general directions and information to public.

KEY ACTIVITIES

1. Greets public and provides general information and directions.
2. Places, receives, transfers and logs incoming and outgoing calls; receives and relays messages and dispatches drivers as required.
3. Pages individuals via paging devices and intercom.
4. Announces codes and monitors alarms.
5. Compiles and maintains call lists.
6. Compiles statistics from logbooks such as pages, calls, codes, services calls.
7. Sorts and posts mail.
8. Shows others how to perform tasks or duties as part of the departmental orientation.
9. Maintains a clean and safe work area

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent.



JOB SPECIFICATION



TITLE: Data Entry Clerk

JOB CODE: 1011
09/2008

JOB PURPOSE

Performs data entry and general office duties.

KEY ACTIVITIES

1. Processes forms by entering data such as surgical case records, patient, procedure information.
2. Retrieves and compiles statistical information to generate reports such as workload measurement reports.
3. Performs general office duties such as typing, filing, photocopying, faxing, processing mail.
4. Performs receptionist duties where required.
5. Shows others how to perform tasks or duties as part of the departmental orientation.
6. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program of over six months and up to one year or equivalent including training in computer software, typing skills; and medical terminology if required.

TITLE: Health Records Clerk

JOB CODE: 1016
09/2008

JOB PURPOSE

Maintains health records in accordance with departmental, regional and legislative requirements.

KEY ACTIVITIES

A. Chart Analysis Duties

1. Analyzes and records chart deficiencies such as missing dictation, signature.
2. Returns deficient charts to appropriate healthcare professional for corrective action.

B. Filing and Retrieving Duties

3. Prints patient lists for pending clinics; retrieves and tracks charts; ensures delivery and return of charts from areas such as clinics, departments, nursing units.
4. Collects, sorts, and files documents.
5. Assembles chart according to standardized order; thins files by removing outdated information.
6. Ensures completed chart is filed to permanent filing system.
7. Removes expired patient files from active filing system.
8. Enters file information into tracking system.

C. Other Duties

9. Performs reception duties such as answering telephones, greeting public and patients.
10. Performs general office duties such as photocopying, faxing.
11. Prepares patient documentation for release of information as required.
12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent.

TITLE: Library Technician

JOB CODE: 1017
09/2008

JOB PURPOSE

Provides information/research services to librarian, healthcare providers, patients and their families; provides technical support in the operation and organization of the library.

KEY ACTIVITIES

A. Library Duties

1. Evaluates information requests in order to select appropriate internal and /or external sources.
2. Acquires print and non-print materials by sourcing, evaluating and ordering resources within library collections and purchasing guidelines.
3. Receives and routes journals, prepares volumes for binding, manages department delivery services and performs catalogue and coding of library materials.
4. Develops and maintains databases for book catalogues, journal check-in, electronic journal collection and acquisition inventory.
5. Administers electronic journal site, maintains list of reference materials, and shares with other libraries.
6. Compiles library statistics and reports.
7. Provides table of contents of library holdings to healthcare providers.
8. Maintains circulation files and prepares overdue notices.

B. Other Duties

9. Performs general office duties such as photocopying, faxing, scanning of documents; ensures maintenance of equipment.
10. Orders, stores and maintains inventory.
11. Shows others how to perform tasks or duties as part of the departmental orientation.
12. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional Library Technician program of over one and up to two years or equivalent.

TITLE: Medical Transcriptionist

JOB CODE: 1018
09/2008

JOB PURPOSE

Performs medical transcription for physicians and other health care professionals.

KEY ACTIVITIES

A. Medical Transcription Duties

1. Formats, transcribes and expedites medical reports such as client histories, physicals, discharge summaries, operative reports, labour and delivery notes.
2. Proofreads transcribed reports; researches spelling, grammar, inconsistencies and inaccuracies such as age, gender, dates; corrects and edits reports.
3. Maintains the dictation system, equipment and supplies where required; inputs new physician information in the transcription system such as identification numbers, transcription numbers.
4. Sorts and distributes reports to be signed

B. Other Duties

5. Performs general office duties such as data entry, filing, faxing, photocopying, scanning, processing mail.
6. Compiles and provides statistics.
7. Shows others how to perform tasks or duties as part of the departmental orientation.
8. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional medical transcriptionist program/course of over one and up to two years or equivalent.

TITLE: Telecommunications Services Coordinator **JOB CODE:** 1019
09/2008

JOB PURPOSE

Supervises the operation of the switchboard/information desk; operates switchboard; provides general directions and information to public.

KEY ACTIVITIES

A. Supervisory Duties

1. Prepares employee work schedules; approves and submits timesheets.
2. Approves time off for employees; arranges for replacements of employee absences such as vacation, sick, holidays.
3. Participates in the performance appraisal and interview process.
4. Ensures office equipment is maintained.
5. Assists manager with the preparation and control of the budget.
6. Updates departmental policy and procedure manuals.

B. Switchboard/Information Duties

7. Greets public and provides general information and directions.
8. Places, receives, transfers and logs incoming and outgoing calls; receives and relays messages.
9. Pages individuals via paging devices and intercom.
10. Announces codes and sounds alarms.
11. Compiles and maintains call lists.
12. Compiles statistics from logbooks such as pages, calls, codes.

C. Other Duties

13. Shows others how to perform tasks or duties as part of the departmental orientation.
14. Maintains a clean and safe work area

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent and two years of previous experience is required. Must have demonstrated supervisory ability.

JOB SPECIFICATION

TITLE: Extra-Mural Administrative Support

JOB CODE: 1020

Revised 11/2017

JOB PURPOSE

Provides administrative support services.

KEY ACTIVITIES

A. Registration/Admission Duties

1. Performs receptionist duties such as answering telephone, greeting visitors, taking and relaying messages; screens callers, identifies problem and forwards to appropriate staff; provides information as required.
2. Processes referral requests; enters physicians' orders.
3. Admits, transfers, registers, discharges patients.
4. Assembles, disassembles and maintains charts; files reports.

B. Fleet Maintenance Duties

5. Coordinates vehicle fleet maintenance such as repairs, cleaning, annual inspection.
6. Ensures vehicles are assigned to employees; maintains all related vehicle documentation.

C. Administrative Support Duties

7. Creates and types documents such as reports, letters, forms, tables.
8. Performs general office duties such as photocopying, faxing, filing, processing mail.
9. Maintains the inventory of office, equipment and medical supplies.
10. Compiles statistics and produces reports such as admissions, daily visits, discharges, travel, and education.
11. Enters payroll information, maintains employee timesheets and arranges for the replacement of short notice absences such as vacation, sick, holidays.
12. Verifies codes and submits invoices for payment.
13. Maintains petty cash account.
14. Schedules meetings; records, types and distributes minutes.
15. Arranges travel and submits expense forms.

JOB SPECIFICATION

JOB CODE: 1020

16. Updates policy and procedure manuals.
17. Ensures sharp containers are properly secured and forwards to appropriate location.
18. Maintains inventory of medical equipment, labels new equipment, and ensures equipment is cleaned and maintained; performs follow-up with suppliers such as Red Cross.

D. Other Duties

20. Shows others how to perform tasks or duties as part of the departmental orientation.
21. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support program of over one year and up to two years or equivalence, which includes medical terminology/transcription courses. One year of previous experience is also required.

TITLE: Administrative Support (Non-clinical)

JOB CODE:

1021
09/2008

JOB PURPOSE

Provides administrative support for a department/program.

KEY ACTIVITIES

A. Word Processing/Typing

1. Creates, edits and formats documents such as reports, memos, agendas; types letters and correspondence, as required.
2. Maintains databases, enters statistics and prepares reports.
3. Prepares forms and presentations where required.
4. Records, types and distributes minutes where required.

B. Receptionist Duties

5. Performs receptionist duties such as greeting and directing clients, providing information.
6. Provides telephone support for department; directs calls.
7. Takes and relays messages.

C. Scheduling/Organizing Duties

8. Schedules and notifies clients of appointments.
9. Schedules and organizes meetings and events.
10. Sorts and distributes reports; assembles information packages.

D. Other Duties

11. Enters data from timesheets into payroll system.
12. Maintains petty cash account.
13. Performs general office duties such as data entry, filing, photocopying, faxing, processing mail.
14. Orders, receives, and maintains office supplies; ensures office equipment is maintained.



JOB SPECIFICATION



JOB CODE: 1021

15. Shows others how to perform tasks or duties as part of the departmental orientation.
16. Maintains a clean and safe work area

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/ course(s) of over six months and up to one year or equivalent. One year of previous experience is also required.

TITLE: Staffing Support

JOB CODE: 1023
09/2008

JOB PURPOSE

Coordinates the staffing activities for nursing units.

KEY ACTIVITIES

A. Staffing Duties

1. Arranges for the replacement of sick, vacation or absent personnel for nursing units; calls in relief personnel according to identified needs; communicates all replacement changes.
2. Maintains projection sheets for long term staffing needs.
3. Enters work schedule, processes time changes for payroll purposes and assists in the investigation of payroll discrepancies.
4. Tracks leveling, unit staffing levels and leaves such as vacation, sick, holidays.
5. Responds to scheduling inquiries and requests.

B. Other Duties

6. Prepares reports and statistics such as staffing reports.
7. Performs general office duties such as faxing, photocopying, filing.
8. Types letters, forms, memos and records minutes where required.
9. Shows others how to perform tasks or duties as part of the departmental orientation.
10. Maintains a clean and safe work area

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent. Two years of previous experience is also required.

TITLE: Accounting Clerk

JOB CODE: 1024
09/2008

JOB PURPOSE

Performs a variety of general accounting duties.

KEY ACTIVITIES

A. Accounts Receivable Duties

1. Receives, records and issues receipts for payments.
2. Balances/reconciles funds and prepares daily bank deposits.
3. Adds charges on accounts from prior day's admissions.
4. Prepares invoices and statements and checks for accuracy before sending.
5. Ages accounts receivables, investigates and resolves unpaid balances with collection calls and follow-up.
6. Responds to inquiries such as billing questions from patients and/or families.
7. Balances journal, closes batches.

B. Accounts Payable Duties

8. Matches invoices to purchase orders; ensures proper coding before entering in system.
9. Manually codes and enters invoices in system if there is no purchase order to match invoice.
10. Follow-up with vendors if invoices are missing.
11. Batches invoices; balances and transfers batches for payment; schedules invoices to be paid.
12. Processes payment by cheques, credit card or electronic fund transfer.
13. Maintains and dispenses petty cash funds to various departments; codes and posts petty cash receipts to general ledger.
14. Processes exception reports.



JOB SPECIFICATION



JOB CODE: 1024

C. Other Duties

15. Compiles reports and statistics.
16. Maintains dictionaries where required.
17. Receives, sorts and sends mail.
18. Performs general office duties such as photocopying, faxing, filing.
19. Shows others how to perform tasks or duties as part of the departmental orientation.
20. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional business or administrative support program of over six months and up to one year, which includes accounting courses, or equivalent.

TITLE: Administrative Support (Clinical)

JOB CODE: 1025
09/2008

JOB PURPOSE

Provides administrative support for a clinic/department/program.

KEY ACTIVITIES

A. Clinical Office Duties

1. Processes referral requests and other medical documents/forms; enters physicians' orders and appropriate tests.
2. Schedules and notifies patients and physicians of medical appointments.
3. Files, maintains, prepares, and assembles medical documents and patient charts.
4. Transcribes dictated or written material, where required.
5. Proofreads and edits transcribed reports, where required.
6. Invoices third parties, such as Medicare.

B. Word Processing/Typing Duties

7. Creates, edits and formats documents such as reports, memos, agendas; types letters and correspondence, as required.
8. Maintains databases, enters statistics and prepares reports.
9. Prepares forms and presentations, where required.
10. Records, types and distributes minutes, where required

C. Receptionist Duties

11. Performs receptionist duties such as greeting and directing clients/patients, providing information; provides assistance as required.
12. Provides telephone support for department/program; directs calls.
13. Takes and relays messages.

D. Other Duties

14. Enters data from timesheets into payroll system.
15. Schedules and organizes meetings and events.
16. Performs general office duties such as data entry, photocopying, faxing, processing mail.

JOB CODE: 1025

17. Orders, receives, and maintains office supplies; ensures office equipment is maintained.
18. Maintains petty cash account.
19. Shows others how to perform tasks or duties as part of the departmental orientation.
20. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support program of over one year and up to two years or equivalent, which includes medical terminology/transcription courses. One year of previous experience is also required.

TITLE: Medical Transcriptionist Supervisor

JOB CODE: 1026
09/2008

JOB PURPOSE

Supervises employees engaged in medical transcription.

KEY ACTIVITIES

1. Prioritizes and assigns medical dictation to transcriptionists.
2. Proofreads, edits, and verifies the quality and quantity of transcribed reports.
3. Reports daily workload statistics; distributes related reports to appropriate personnel.
4. Ensures work priorities are maintained to meet deadlines.
5. Prepares employee work schedules; approves and submits timesheets.
6. Approves time off for employees such as vacation, statutory holidays and sick leave; arranges for the replacement of employees as required.
7. Participates in the performance appraisal and interview process where required.
8. Provides orientation to physicians using dictation system.
9. Maintains and troubleshoots dictation system.
10. Transcribes dictated or written material such as patient histories, pathology reports, radiology reports if required.
11. Shows others how to perform tasks or duties as part of the departmental orientation.
12. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional medical transcriptionist program/course of over one and up to two years or equivalent. Three years of previous experience is also required. Must have demonstrated supervisory ability.

JOB SPECIFICATION

TITLE: Nursing Unit Clerk

JOB CODE: 1027

Revised 05/2013

JOB PURPOSE

Provides administrative support to nursing unit.

KEY ACTIVITIES

1. Performs receptionist duties on the unit such as answering telephone, directing calls, responding to inquiries from physicians, employees, health care providers, patients and families.
2. Enters physicians' orders; schedules appointments for procedures.
3. Processes new admissions by performing duties such as preparing charts, cardex, advising healthcare providers.
4. Assembles charts and forwards to Health Records; requests charts from Health Records.
5. Coordinates transfers and discharges; organizes transportation for patients.
6. Retrieves and compiles statistical information
7. Maintains timesheets and enters payroll information.
8. Performs general office duties such as faxing, photocopying, filing, processing mail.
9. Types letters, reports, minutes, and memos where required.
10. Orders, stores and maintains inventory.
11. Porters patients and specimens where required.
12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support program of over one year and up to two years or equivalent, which includes medical terminology courses. One year of previous experience is also required.

TITLE: Payroll Clerk

JOB CODE: 1028
09/2008

JOB PURPOSE

Performs data entry and general office duties to facilitate the processing of payroll and benefits.

KEY ACTIVITIES

A. Payroll Processing Duties

1. Enters data from timesheets into computerized payroll system.
2. Processes data such as new hires and employee status changes.
3. Checks and corrects errors from payroll run such as late changes and data entry errors.
4. Processes and distributes forms such as Record of Employment.
5. Processes payroll advances if required.
6. Prints blank timesheets and forwards to departments.

B. Payroll Remittance Duties

7. Processes and forwards deductions taken from employee pay to organizations such as unions, governments, insurance companies.

C. Benefits Duties

8. Meets with new hires to explain benefit plans and assists with enrollment.
9. Participates in processing claims such as WHSCC, disability benefits.

D. Other Duties

10. Answers inquiries and provides payroll and benefit information to employees and managers.
11. Performs general office duties such as filing, faxing, photocopying, processing mail.
12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area



JOB SPECIFICATION



JOB CODE: 1028

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support or business program of over six months and up to one year or equivalent, which includes accounting and business mathematics.



JOB SPECIFICATION



TITLE: Benefits Clerk

JOB CODE: 1029
09/2008

JOB PURPOSE

Processes employee information to facilitate benefit services.

KEY ACTIVITIES

1. Processes and updates employees' pension and benefit information; communicates changes to appropriate personnel.
2. Provides employees with pension and benefit information and responds to any related inquiries.
3. Enters new employees in payroll system; enters automatic deductions.
4. Ensures new employees complete forms such as confidentiality, TD-1.
5. Compiles statistical information and prepares reports such as seniority, status changes, employees' eligibility for benefits, employees paying union dues.
6. Performs general office duties such as faxing, photocopying, filing, processing mail.
7. Types letters, forms, memos and minutes.
8. Shows others how to perform tasks or duties as part of the departmental orientation.
9. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional business or administrative support program of over six months and up to one year or equivalent. Two years of previous experience is also required.

JOB SPECIFICATION

TITLE: Admission/ Registration/ Scheduling Coordinator

JOB CODE: 1032

Revised 05/2013

JOB PURPOSE

Supervises employees engaged in providing admission services to facility; providing registration services to departments; scheduling appointments and performs these duties.

KEY ACTIVITIES

A. Supervisory Duties

1. Prepares employee work schedules; approves and submits timesheets.
2. Approves employee absences such as vacation, sick, holidays; arranges for replacements as required.
3. Participates in the performance appraisal and interview process.
4. Assists manager with the preparation and control of budget.
5. Updates and assists with the preparation of departmental policy and procedure manuals; ensures that employees are updated on policies and procedures.
6. Compiles and communicates statistics such as admissions, discharges, cancellations and patient days.

B. Admission/Registration Duties

7. Allocates and transfers beds; maintains master bed file including list of patients and attending physicians.
8. Completes departmental reports such as daily bed availability and outstanding transfers.
9. Admits, registers, transfers and discharges patients.
10. Assigns admission dates in conjunction with tests.
11. Communicates with internal and external agencies regarding patient placements; responds to admitting inquiries.
12. Schedules patient appointments and informs patients of pre-procedure instructions, as required.

C. Other Duties

13. Performs general office duties such as data entry, filing, photocopying, processing mail.
14. Receives payments for services provided and issues receipts.

JOB SPECIFICATION

JOB CODE: 1032

15. Maintains petty cash account.
16. Maintains office supplies and equipment.
17. Shows others how to perform tasks or duties as part of the departmental orientation.
18. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent, which includes medical terminology and keyboarding. Two years of previous experience is also required. Must have demonstrated supervisory ability.

TITLE: Senior Accounting Clerk

JOB CODE: 1034
09/2008

JOB PURPOSE

Performs a variety of general to advanced accounting duties.

KEY ACTIVITIES

A. Accounts Receivable Duties

1. Invoices patients and outside agencies such as Medicare, WHSCC.
2. Ages accounts receivables, investigates and resolves unpaid balances with collection calls and follow-up.
3. Balances journal, closes batches and posts to general ledger.

B. Accounts Payable Duties

4. Processes remuneration for physicians.
5. Codes for non-purchase expenses, such as travel and education claims.
6. Reconciles and processes outstanding invoices and purchase orders for payment.
7. Processes payment by cheques, credit card or electronic fund transfer

C. Audit Duties

8. Performs audits to ensures data integrity; generates reports.
9. Reconciles journal, general ledger and bank statements.

D. General Accounting Duties

10. Oversees accounting processes; reviews daily transactions to ensure data is complete before closing batches.
11. Generates financial reports and/or statements.
12. Responds to accounting inquiries from patients, families and/or vendors.
13. Analyzes, maintains and advises on budget issues.
14. Maintains dictionaries, where required.

JOB CODE: 1034

E. Other Duties

15. Performs general office duties such as photocopying, faxing, filing, processing mail.
16. Maintains timesheets and enters payroll information.
17. Maintains equipment and office supplies.
18. Shows others how to perform tasks or duties as part of the departmental orientation.
19. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional accounting program of over one and up to two years or equivalent. Two years of previous experience is also required.

JOB SPECIFICATION

TITLE: Administrative Assistant (Non-clinical)

JOB CODE: 1035
Revised 05/2013

JOB PURPOSE

Provides a wide range of administrative support to a variety of departments/programs.

KEY ACTIVITIES

A. Administrative Support Duties

1. Answers telephone, screens callers, identifies problem, makes appropriate decision such as redirecting calls; provides necessary follow-up.
2. Arranges meetings, schedules rooms, organizes catering and equipment; prepares agendas.
3. Schedules, organizes events and ensures necessary follow-up; provides administrative support for various committees.
4. Records, transcribes and distributes minutes; provides necessary follow-up.
5. Replies to correspondence; creates, edits, and formats documents such as letters, reports, memos and all other outgoing documentation.
6. Maintains departmental filing system.
7. Maintains departmental policy and procedure manuals.
8. Coordinates travel arrangements and accommodation reservations.
9. Acts as a resource person for clients and employees; oversees and/or coordinates departmental workflow, where required.
10. Creates and maintains databases, enters statistics and prepares reports.

B. Financial/Payroll/Scheduling Duties

11. Performs departmental financial duties such as accounts receivable/payable, petty cash, bank deposits.
12. Monitors and processes departmental expenditures such as vendor contracts, invoices, expenditures for budget purposes.
13. Schedules appointments, employees and/or volunteers,
14. Arranges for replacement of employee absences such as vacation, sick, holidays.
15. Performs departmental payroll duties such as correcting and distributing time sheets, entering payroll data.

JOB SPECIFICATION

JOB CODE: 1035

C. Other Duties

16. Performs general office duties such as data entry, photocopying, faxing.
17. Opens, reads, sorts and distributes incoming mail.
18. Greets individuals and provides general information.
19. Orders, receives, and maintains office supplies; ensures office equipment is maintained.
20. Maintains petty cash account.
21. Shows others how to perform tasks or duties as part of the departmental orientation.
22. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional Office administrative program/course of over one and up to two years or equivalent. Two years of previous experience is also required.

TITLE: Resource Payroll Clerk

JOB CODE: 1036
09/2008

JOB PURPOSE

Facilitates the processing of payroll and benefit services; acts as payroll resource.

KEY ACTIVITIES

A. Payroll Processing Duties

1. Performs payroll and personnel changes such as anniversary date increases, terminations, leaves of absence, transfers, new hires.
2. Calculates and prints manual cheques.
3. Creates timecards in payroll system.
4. Verifies and processes employee timesheets; processes required changes.
5. Calculates retroactive payments and wage increases.
6. Processes and distributes forms such as Record of Employment.
7. Processes payroll advances.

B. Payroll Remittance Duties

8. Processes and forwards deductions taken from employee pay to organizations such as unions, governments, insurance companies.
9. Processes T4's, T4A's, Canada Savings Bonds and Registered Retirement Savings Plans.
10. Balances payroll-related general ledger accounts.

C. Benefits Duties

11. Prepares and ensures continuation of benefits for employees on leave such as group life, long term disability, health and dental coverage.
12. Processes pension deductions; processes and maintains benefit changes such as pro-ration of pension benefits.
13. Verifies and analyses benefit banks.
14. Tracks employee vacation advances.
15. Informs employees of changes/new benefit information.
16. Meets with new hires to explain benefit plans and assists with enrollment.

JOB CODE: 1036

D. Other Duties

17. Answers inquiries and provides payroll and benefit information to other payroll clerks, employees and managers.
18. Produces and maintains seniority lists.
19. Drafts and forwards letters to employees.
20. Coordinates and reports on student work programs.
21. Prepares leveling rotations and monitors leveling balances.
22. Calculates and invoices unions for employees' union leave.
23. Prepares bank deposits for pay periods and forwards to accounts payable.
24. Performs general office duties such as faxing, filing, photocopying.
25. Shows others how to perform tasks or duties as part of the departmental orientation.
26. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional accounting program of over one and up to two years or equivalent, which includes payroll fundamentals. Two years of previous experience is also required.

TITLE: Accounting Services Supervisor

JOB CODE: 1037
09/2008

JOB PURPOSE

Performs advanced accounting duties; supervises employees engaged in accounting duties.

KEY ACTIVITIES

A. Supervisory Duties

1. Coordinates and organizes departmental workflow by performing duties such as prioritizing and assigning work.
2. Ensures orientation and training for employees.
3. Participates in the performance appraisal process.
4. Participates in interview process where required.
5. Responds to employee inquiries.

B. Accounts Receivable Duties

6. Ensures efficiency of the billing/accounts receivable module.
7. Maintains billing/accounts receivable dictionaries.
8. Compiles monthly reports such as bad account numbers, patient account aging.

C. Accounts Payable Duties

9. Reconciles general ledger accounts such as travel advance, telephone.
10. Maintains vendor and invoice dictionaries.
11. Compiles information for year-end such as T4A, taxable items.

D. Other Duties

12. Performs audits to ensure data integrity; generates reports.
13. Tests and implements upgrades to computerized accounting system; develops new procedures where required.
14. Maintains a clean and safe work area.



JOB SPECIFICATION



JOB CODE: 1037

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional accounting program of over one and up to two years or equivalent. Three years of previous experience is also required. Must have demonstrated supervisory ability.

JOB SPECIFICATION

TITLE: Payroll Coordinator

JOB CODE: 1038
New 05/2013

JOB PURPOSE

Supervises employees engaged in providing payroll services, facilitates the processing of payroll and benefit services and acts as payroll resource.

KEY ACTIVITIES

A. Supervisory Duties

1. Assigns, supervises and coordinates payroll services; oversees the work of employees; interprets and communicates work standards, policies and procedures to employees.
2. Prepares work schedules, ensuring that assignments are appropriately staffed; adjusts for workload; arranges replacements for employee absences such as vacation, sick, holidays.
3. Monitors and maintains records of employees' work hours, overtime/compensatory time, sick leave, vacation, performance, and related information; authorizes time worked and recommends approval/refusal of leave requests; prepares and submits payroll data.
4. Conducts quality control audits to ensure standards are met and issues are reported.
5. Participates in performance appraisals and interview process.
6. Ensures employees have orientation and training.

B. Payroll Processing Duties

7. Performs payroll and personnel changes such as anniversary date increases, terminations, leaves of absence, transfers, and new hires.
8. Processes bi-weekly payroll.
9. Provides a variety of reports and data analysis.
10. Performs time entry verification.
11. Calculates and process payments such as retroactive pay, banked overtime, EI rebates, advances and wage increases.
12. Processes T4's, T4A's, Canada Savings Bonds and Retirement allowances.
13. Maintains software dictionary.

JOB SPECIFICATION

JOB CODE: 1038

C. Payroll Remittance Duties

14. Processes and forwards deductions taken from employee's pay to organizations such as unions, governments, insurance companies.
15. Balances payroll-related general ledger accounts.

D. Benefits Duties

16. Prepares and ensures continuation of benefits for employees on leave such as group life, long term disability, health and dental coverage.
17. Processes pension deductions; processes and maintains benefit changes such as pro-ration of pension benefits.
18. Verifies and analyses benefit banks.
19. Tracks employee vacation advances.
20. Informs employees of changes/new benefit information.
21. Meets with new hires to explain benefit plans and assists with enrollment.

E. Other Duties

22. Answers inquiries and provides payroll and benefit information to other payroll clerks, employees and managers.
23. Drafts and forwards letters to employees.
24. Coordinates and reports on student work programs.
25. Compiles leveling reports and monitors employee balances.
26. Prepares bank deposits for pay periods and forwards to accounts payable.
27. Performs general office duties such as faxing, filing, and photocopying.
28. Shows others how to perform tasks or duties as part of the departmental orientation.
29. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional accounting program of over one and up to two years or equivalent, which includes payroll fundamentals. Two years of previous experience is also required.

JOB SPECIFICATION

TITLE: Pharmacy Assistant

JOB CODE: 1043

Revised 11/2017

JOB PURPOSE

Acquires, prepares, checks and distributes medications and pharmaceutical products.

KEY ACTIVITIES

A. Pharmacy Assistant Duties

1. Assists pharmacists in recording and updating medication orders on the computerized patient profiles.
2. Prepares and labels pharmaceutical products.
3. Maintains stocks of pharmaceuticals by:
 - restocking and checking emergency drug supplies;
 - filling medication exchange carts according to computerized fill list;
 - replenishing pharmaceuticals for dispensary stock;
 - controlling and maintaining pharmaceutical inventory;
 - maintaining the pharmacy night cabinet;
 - maintaining the nursing unit stock exchange system.
4. Records medication discrepancies including narcotics and controlled drugs.
5. Prepackages drugs for dispensing, such as tablets, capsules, liquids, topical treatments.
6. Prepares and labels sterile products such as total parenteral nutrition, chemotherapy agents, intravenous admixtures and other compounded intravenous products that require specialized technique.
7. Checks pharmaceuticals for expiry dates; returns and/or destroys expired medications and narcotics.
8. Prepares bulk solutions and other compounds.
9. Updates drug formulary.
10. Responds to inquiries and telephone calls.
11. Delivers medication including narcotics and controlled drugs to patient care areas and maintains records.
12. Participates in physical inventory counts.

JOB SPECIFICATION

JOB CODE: 1043

B. Ordering and Receiving Duties

13. Orders pharmaceutical products from suppliers.
14. Verifies that received products match the purchase order and packing slips.
15. Inspects supplies and verifies expiry dates.
16. Stores pharmaceutical supplies as per manufacturers' recommendations.

C. Other Duties

17. Performs general office duties such as keyboarding, photocopying.
18. Prepares workload measurements; records and maintains operational reports.
19. Compiles and enters statistics such as total parenteral nutrition, chemotherapy.
20. Orders and stores intravenous solutions and general supplies.
21. Shows others how to perform tasks or duties as part of the departmental orientation.
22. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an accredited Pharmacy Technician program/course of over six months and up to one year or equivalent.

TITLE: Pharmacy Information System Technician **JOB CODE:** 1048
09/2008

JOB PURPOSE

Maintains the computerized pharmacy application system.

KEY ACTIVITIES

1. Tests and sets parameters on the pharmacy information system applications; implements new technology.
2. Updates the computerized drug formulary.
3. Maintains pharmacy information system through archiving data stations, purging incidents, applying virus patching in collaboration with manager.
4. Troubleshoots equipment; corrects problems.
5. Develops, prints and sends usage reports.
6. Connects and trains pharmacy employees to systems and resets passwords.
7. Responds to nurse managers' questions on drug expense charges.
8. Assists in the technological planning process.
9. Shows others how to perform tasks or duties as part of the departmental orientation.
10. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional program/course of over six months and up to one year or equivalent. Two years of previous experience is required to become familiar with pharmacy processes and computerized system is also required.

TITLE: Lifeline Services Representative

JOB CODE: 1049
09/2008

JOB PURPOSE

Installs equipment and trains users; promotes the lifeline program.

KEY ACTIVITIES

1. Installs, maintains and troubleshoots lifeline equipment.
2. Trains users how to use equipment.
3. Obtains medical information from subscriber and inputs into computer.
4. Participates in the investigation of subscriber complaints.
5. Promotes program; participates in trade shows, workshops and other events.
6. Maintains updated list of subscribers and inventory of equipment.
7. Maintains a referral source database.
8. Orders supplies and equipment.
9. Compiles monthly statistics and reports.
10. Shows others how to perform tasks or duties as part of the departmental orientation.
11. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus a business administrative program/course of over six months and up to one year or equivalent.

TITLE: Inventory Services Agent

JOB CODE: 1051
09/2008

JOB PURPOSE

Orders general inventory stock, tracks shipment and troubleshoots problems with delivery; maintains inventory database.

KEY ACTIVITIES

A. Inventory Control Duties

1. Processes requisitions for replenishment of general inventory items by:
 - generating purchase orders to renew standing orders and/or to replenish set quotas for supplies and services based on inventory control database;
 - ensuring that information is complete and properly authorized;
 - placing order with approved vendor in accordance with standing contract;
 - sourcing and purchasing substitute product when requested product is unavailable or on back order;
 - obtaining vendor information in order to track shipments and coordinate receipt and delivery;
 - following up on shipping issues such as backorders, missing items, wrong quantities.
2. Processes and authorizes payments to vendors; investigates invoicing discrepancies; processes the exception reports; rectifies problems at source.
3. Processes items that are damaged, unsuitable and/or expired; sends out equipment for repairs; coordinates equipment service calls.
4. Identifies new items on the market, and determines their relevance to users; meets with suppliers and negotiates pricing as required.
5. Responds to order inquiries; advises user when order arrives.
6. Obtains, tracks and returns loaner equipment as required.
7. Performs physical inventory counts as required.

B. Inventory Database Duties

8. Maintains inventory database that includes:
 - monitoring quantity levels in database,
 - maintaining computerized item dictionaries, and
 - adjusting stock levels and/or stocked items in collaboration with user and based on usage history.



JOB SPECIFICATION



JOB CODE: 1051

9. Manages database systems such as purchase order tracking, vendor information, contract management, equipment preventive maintenance scheduling, work order tracking.
10. Maintains records for items that require documentation such as guarantees, warranties, capital equipment details.
11. Enters payroll information and maintains time sheet.

C. Other Duties

12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area.

DESIRABLE EDUCATION AND EXPERIENCE

High school graduation plus an administrative support or business program/course of over six months and up to one year or equivalent, which includes software applications, accounting and business mathematics. One year of previous experience is also required.

TITLE: Transcribed Reports Clerk

JOB CODE: 1053
09/2008

JOB PURPOSE

Ensures that dictated reports are corrected, signed, and distributed.

KEY ACTIVITIES

1. Monitors outstanding reports, verifies that typed reports correspond with requisitions.
2. Prints, sorts, copies, stamps and distributes reports to appropriate physician for signing.
3. Informs medical transcriptionists of edits identified by the physician; edits as required.
4. Verifies that all reports are signed; signs off batches in the computerized system; forwards copies to physicians and clinics.
5. Ensures that outstanding report issues are resolved by:
 - printing lists of exams,
 - identifying problems,
 - initiating appropriate action such as merging reports, forwarding,
 - finalizing report if required.
6. Arranges for transcription of urgent reports by:
 - retrieving requisition,
 - advising physician of request,
 - informing assigned medical transcriptionist,
 - printing and giving transcribed report to physician for signature,
 - notifying requester.
7. Sorts, codes, and inputs data from physicians' breast screening report; advises breast screening clinic if a follow-up is required.
8. Performs general office duties such as mail processing.
9. Types and distributes documents such as minutes, memos, letters.
10. Shows others how to perform tasks or duties as part of the departmental orientation.
11. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent, which includes medical terminology.

TITLE: Operating Room Booking Clerk

JOB CODE: 1057
09/2008

JOB PURPOSE

Coordinates and maintains the schedule for the operating room theatres.

KEY ACTIVITIES

A. Booking / Scheduling Duties

1. Coordinates and schedules rooms for operating room procedures to maintain a constant flow within the department.
2. Coordinates operating room schedule for surgeons, dentists and other specialized personnel.
3. Books operating room procedures and tests.
4. Maintains the patient waiting list.
5. Books equipment for various procedures and treatments.
6. Develops and maintains a system to track availability of operating room theaters as required.

B. Communication Duties

7. Communicates surgery schedules to physicians and physician offices.
8. Responds to patient inquiries.

C. Other Duties

9. Enters patient demographic data into the computer system for accurate record keeping.
10. Enters data, compiles statistics and produces operational reports.
11. Performs general office duties such as filing, faxing, photocopying.
12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent, which includes medical terminology and keyboarding. One year of related experience is required.

TITLE: Printing Press Operator

JOB CODE: 1059
09/2008

JOB PURPOSE

Provides printing and duplicating services.

KEY ACTIVITIES

1. Sets up and operates printing press.
2. Maintains and troubleshoots printing equipment.
3. Mixes ink and matches ink stock.
4. Performs pre-press work such as;
 - meeting with designers,
 - striping and checking film,
 - burning plates.
5. Orders and maintains inventory; provides input on new equipment purchases.
6. Operates duplicating machinery.
7. Assists in binding when necessary.
8. Maintains operational records.
9. Shows others how to perform tasks or duties as part of the departmental orientation.
10. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent. Two years of previous experience is also required.

JOB SPECIFICATION

TITLE: Pharmacy Technician

JOB CODE: 1060

Revised 06/2019

JOB PURPOSE

Acquiring, preparing and distributing medications and pharmaceutical products. Responsible to check the accuracy of medication preparation by others and interact with patients to gather medication related information and provide instruction.

KEY ACTIVITIES

A. Checking and Clinical Support Duties

1. Ensures accuracy of medication preparation by other Pharmacy Technicians, Pharmacy Assistants and Pharmacy Assistant – Delegated Checkers through checking patient name (if applicable), drug product, strength, form, expiration date, storage information, quantity and other information.
2. Meet with patients and gather medication related information to create best possible medication history.
3. Provide instruction to patients on medication related tools and devices.
4. Precept Pharmacy Technician students and provide orientation to Pharmacy students where required.
5. Prepares, labels and may supervise the preparation of Pharmaceutical products including sterile products such as total parenteral nutrition, chemotherapy agents, intravenous admixtures and other sterile products that require specialized techniques.
6. Participates in the destruction of unserviceable controlled substances.

B. (Other/General) Pharmacy Technician Duties

7. Assists Pharmacists in recording and updating medication orders on the patient profiles.
8. Maintains stocks of pharmaceuticals by:
 - restocking and checking emergency drug supplies;
 - filling medication exchange carts according to computerized fill list;
 - replenishing pharmaceuticals for dispensary stock;
 - controlling and maintaining pharmaceutical inventory;
 - maintaining the pharmacy night cabinet;
 - maintaining the nursing unit stock exchange system.
9. Records medication discrepancies including narcotics and controlled drugs.
10. Prepackages drugs for dispensing, including tablets, capsules, liquids, topical treatments.
11. Checks pharmaceuticals for expiry dates; returns and/or destroys expired medications and narcotics.

JOB SPECIFICATION

12. Prepares bulk solutions and other compounds.
13. Updates drug formulary.
14. Responds to inquiries and telephone calls.
15. Delivers medications including narcotics and controlled drugs to patient care areas and maintains records.
16. Participates in physical inventory counts.

C. Ordering and Receiving Duties

17. Orders pharmaceutical products from suppliers.
18. Verifies that received products match the purchase order and packing slips.
19. Inspects supplies and verifies expiry dates.
20. Stores pharmaceutical supplies as per manufacturers' recommendations.

D. Other Duties

21. Performs general office duties such as keyboarding, photocopying.
22. Prepares workload measurements; records and maintains operational reports.
23. Compiles and enters statistics such as total parenteral nutrition, chemotherapy.
24. Orders and stores intravenous solutions and general supplies.
25. Shows others how to perform tasks or duties as part of the departmental orientation.
26. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

Registered as a Pharmacy Technician with the New Brunswick College of Pharmacists and licensed to practice in New Brunswick.

JOB SPECIFICATION

TITLE: Pharmacy Assistant (Delegated Checker)

JOB CODE: 1061

Revised 11/2017

JOB PURPOSE

Performs delegated checking functions; acquires, prepares, checks and distributes medications and pharmaceutical products.

KEY ACTIVITIES

A. Delegated Checking Duties

1. Ensures accuracy of medication preparation by other pharmacy assistants through checking patient name (if applicable), drug product, strength, form, expiration date, storage information, quantity and other information.

B. Pharmacy Assistant Duties

2. Assists pharmacists in recording and updating medication orders on the computerized patient profiles.
3. Prepares and labels pharmaceutical products.
4. Maintains stocks of pharmaceuticals by:
 - restocking and checking emergency drug supplies;
 - filling medication exchange carts according to computerized fill list;
 - replenishing pharmaceuticals for dispensary stock;
 - controlling and maintaining pharmaceutical inventory;
 - maintaining the pharmacy night cabinet;
 - maintaining the nursing unit stock exchange system.
5. Records medication discrepancies including narcotics and controlled drugs.
6. Prepackages drugs for dispensing, including tablets, capsules, liquids, topical treatments.
7. Prepares and labels sterile products such as total parenteral nutrition, chemotherapy agents, intravenous admixtures and other sterile products that require specialized technique.
8. Checks pharmaceuticals for expiry dates; returns and/or destroys expired medications and narcotics.
9. Prepares bulk solutions and other compounds.
10. Updates drug formulary.
11. Responds to inquiries and telephone calls.

JOB SPECIFICATION

JOB CODE: 1061

12. Delivers medications including narcotics and controlled drugs to patient care areas and maintains records.
13. Participates in physical inventory counts.

C. Ordering and Receiving Duties

14. Orders pharmaceutical products from suppliers.
15. Verifies that received products match the purchase order and packing slips.
16. Inspects supplies and verifies expiry dates.
17. Stores pharmaceutical supplies as per manufacturers' recommendations.

D. Other Duties

18. Performs general office duties such as keyboarding, photocopying.
19. Prepares workload measurements; records and maintains operational reports.
20. Compiles and enters statistics such as total parenteral nutrition, chemotherapy.
21. Orders and stores intravenous solutions and general supplies.
22. Shows others how to perform tasks or duties as part of the departmental orientation.
23. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an accredited Pharmacy Technician program/course of over six months and up to one year or equivalent. Six months of previous experience as a Pharmacy Assistant is required.

TITLE: Mailroom Services Coordinator

JOB CODE: 1062
09/2008

JOB PURPOSE

Supervises employees engaged in mailroom duties; processes and distributes mail.

KEY ACTIVITIES

A. Supervisory Duties

1. Plans and organizes mailroom duties.
2. Trains employees on procedures; ensures orientation of new employees.
3. Participates in performance appraisal process.
4. Participates in the development of mailroom policy and procedures.
5. Participates in the preparation of budget.

B. Mailroom Duties

6. Receives, sorts and delivers mail and parcels.
7. Locates misplaced mail.
8. Creates new accounts.
9. Obtains location of recipient; re-addresses if necessary.
10. Determines correct postage for outgoing mail, parcels and courier orders/requests; weighs, applies postage and ensures shipment; keeps related records.
11. Prepares operational reports.
12. Records postage charges for departments, facilities, organizations and agencies.
13. Replenishes postage meter.
14. Tracks parcel through Canada Post.
15. Keeps mailroom equipment in operating order.
16. Maintains office equipment and supplies.



JOB SPECIFICATION



JOB CODE: 1062

C. Other Duties

17. Shows others how to perform tasks or duties as part of the departmental orientation.
18. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent. Two years of previous experience is also required. Must have demonstrated supervisory ability.

JOB SPECIFICATION

TITLE: File Clerk Coordinator

JOB CODE: 1063
Revised 05/2013

JOB PURPOSE

Supervises file clerk employees in Health Records; maintains filing system by providing filing and retrieval services.

KEY ACTIVITIES

A. Supervisory Duties

1. Assigns work to other file clerks and tracks workload.
2. Retrieves and compiles statistical information to generate workload measurement reports.
3. Participates in the performance appraisal process.
4. Schedules employees; arranges replacements for employee absences such as vacation, sick, holidays.

B. Retrieval and Filing Services Duties

5. Sorts and files documents.
6. Assembles charts according to standardized order.
7. Enters file information into file tracking system.
8. Retrieves and tracks requested files and ensures delivery to departments.
9. Locates misplaced charts.
10. Creates new files and charts using appropriate coding system.
11. Registers birth certificates and forwards to vital statistics.

C. Other Duties

12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus additional courses of up to six months such as keyboarding and records management. Two years previous experience is also required. Must have demonstrated supervisory ability.

TITLE: Extra-Mural Administrative Support Coordinator

JOB CODE: 1064
09/2008

JOB PURPOSE

Coordinates and provides administrative support.

KEY ACTIVITIES

A. Supervisory Duties

1. Plans, organizes, schedules and coordinates the work of administrative support employees.
2. Acts as a resource and provides direction to employees; maintains and test changes to the patient care technology software and teaches use of software to Extra Mural Program employees.
3. Enters payroll information, maintains timesheets and arranges replacements for employee absences such as vacation, sick, holidays.
4. Participates in the training of employees.
5. Participates in the performance appraisal and interview process.
6. Assists with the development of the policy and procedure manual.

B. Fleet Maintenance Duties

7. Coordinates vehicle maintenance such as repairs, cleaning, annual inspection.
8. Ensures vehicles are assigned to employees; maintains all related vehicle documentation

C. Administrative Support Duties

9. Creates and types documents such as reports, letters, forms, tables.
10. Processes referral requests; enters physicians' orders.
11. Performs general office duties such as photocopying, faxing, filing, processing mail.
12. Maintains office supplies and equipment.
13. Performs receptionist duties such as answering telephone, greeting visitors; screens callers, identifies problem and forwards to appropriate staff; provides information as required.

JOB CODE: 1064

14. Compiles statistics and produces reports such as admissions, daily visits, discharges, travel, education.
15. Verifies, codes and submits invoices for payment.
16. Maintains petty cash account.
17. Schedules meetings; records, types and distributes minutes.
18. Arranges travel and submits expense forms.
19. Updates policy and procedure manuals.

D. Other Duties

20. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support program of over one year and up to two years or equivalent, which includes medical terminology courses. Two years of previous experience is also required. Must have demonstrated supervisory ability.

TITLE: Telecommunications/Admitting/Registration/Scheduling Clerk

JOB CODE: 1065
09/2008

JOB PURPOSE

Operates switchboard; provides admission, discharge and/or registration services; schedules patient appointments.

KEY ACTIVITIES

A. Switchboard Duties

1. Places, receives, transfers and logs incoming and outgoing calls; receives and relays messages and dispatches drivers as required.
2. Pages individuals via paging devices and intercom.
3. Announces codes and sounds alarms.
4. Compiles and maintains call lists.

B. Registration/Admission/Scheduling Duties

5. Performs reception duties such as greeting public and patients to the department/facility.
6. Provides information to public such as room numbers of patients.
7. Admits, transfers, registers, and discharges patients.
8. Allocates beds and maintains bed census.
9. Processes referral requests; enters physicians' orders.
10. Schedules, cancels, reschedules appointments and meetings; notifies patients and physicians.
11. Distributes appointment lists to appropriate physicians and clinics.

C. Other Duties

12. Performs general office duties such as data entry, filing, photocopying, processing mail.
13. Compiles statistics such as pages, calls, codes.
14. Maintains petty cash account.



JOB SPECIFICATION



JOB CODE: 1065

15. Receives payments for services provided and issues receipts.
16. Maintains office supplies and equipment.
17. Shows others how to perform tasks or duties as part of the departmental orientation.
18. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course six months and up to one year or equivalent, which includes medical terminology and keyboarding.

JOB SPECIFICATION

TITLE: Scheduling Supervisor / Data Base Resource (Unique) **JOB CODE:** 1068
Revised 05/2013

JOB PURPOSE

Supervises employees engaged in central scheduling and booking duties; manages computerized modules governing the scheduling of operating room resources and booking of patients.

KEY ACTIVITIES

A. Supervisory Duties

1. Assigns, supervises and coordinates work activities; monitors work quality; interprets and communicates work procedures and policies to employees.
2. Prepares work schedules; arranges replacements for employee absences such as vacation, sick, holidays; approves and submits timesheets.
3. Participates in the performance appraisal process.
4. Participates in the budget process as required.
5. Records and maintains operational records and documentation.
6. Assists in the development of policies and procedures; evaluates methods, technologies, equipment and supplies.
7. Ensures training and orientation.

B. System Administration Duties

8. Ensures integrity of information, security of data and optimal usage of resources for centralized booking, outpatient and inpatient scheduling and operating room scheduling by
 - conducting systems analysis and review;
 - testing and implementing system enhancements;
 - building, editing and maintaining system dictionaries;
 - troubleshooting and resolving system related issues;
 - providing training and technical support for personnel using the system.
9. Tracks and compiles analysis reports such as wait list statistics, resource utilization.
10. Develops, recommends, and implements operating room and out-patient schedules.
11. Grants access for system users.

JOB SPECIFICATION

JOB CODE: 1068

C. Booking and Scheduling Duties

12. Collects and inputs surgeons and anesthesiologists schedules; coordinates and allocates operating room schedules; reassigns open operating room time; implements changes to operating room schedules and notifies affected personnel and patients.
13. Communicates surgery schedules to physicians and physician offices.
14. Responds to patient inquiries.

D. Other Duties

15. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional program/course of over six months and up to one year or equivalent, which includes medical terminology and keyboarding. Three years of previous experience is also required. . Must have demonstrated supervisory ability.

TITLE: Printing/Duplicating Services Coordinator **JOB CODE:** 1070
09/2008

JOB PURPOSE

Coordinates and provides printing and duplicating services.

KEY ACTIVITIES

A. Supervisory Duties

1. Prioritizes tasks, assigns work, monitors progress and takes responsibility for the work performed.
2. Provides instruction to others on how to carry out assigned duties.
3. Arranges replacements for employee absences such as vacation, sick.

B. Printing Press Operator Duties

4. Sets up and operates printing press.
5. Maintains and troubleshoots printing equipment.
6. Mixes ink and matches ink stock.
7. Performs pre-press work such as;
 - meeting with designers,
 - striping and checking film,
 - burning plates.
8. Orders and maintains inventory; provides input on new equipment purchases.
9. Operates duplicating machinery.
10. Assists in binding when necessary.
11. Maintains operational records.

C. Duplication Duties

12. Operates duplicating machines and auxiliary equipment on a volume production basis.
13. Maintains records, inventories and files for print jobs and forms management.
14. Maintains duplicating machine code system; installs meters on new equipment; retrieves statistics to expense costs to various departments.



JOB SPECIFICATION



JOB CODE: 1070

15. Liaises with clients to advise on the most suitable methods of duplication to meet their requirements.
16. Performs preventive maintenance and minor repairs on duplicating equipment.
17. Completes duplicating jobs such as cutting, folding, binding, perforating; delivers finished product.
18. Maintains an inventory of printing supplies in work area; replenishes paper and toner for duplicating equipment in other departments.
19. Assists with the installation and provides in-service training on new equipment.

D. Other Duties

20. Shows others how to perform tasks or duties as part of the departmental orientation.
21. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent. Three years of previous experience is also required. Must have demonstrated supervisory ability.

TITLE: Printing Services Assistant

JOB CODE: 1071
09/2008

JOB PURPOSE

Binds, prepares and verifies quality of printed materials for shipping; collects and shreds documents.

KEY ACTIVITIES

1. Finishes printing process by performing such duties as binding, cutting, folding, padding, perforating printed material.
2. Verifies quality of finished products.
3. Orders, stores and maintains inventory.
4. Prepares product for shipping; operates portable liftjack.
5. Retrieves and shreds confidential documents.
6. Bags and transports shredded documents to holding area.
7. Distributes paper to departments for photocopier and printer.
8. Laminates, perforates, collates and binds paper and/or documents.
9. Performs general office duties such as photocopying.
10. Shows others how to perform tasks or duties as part of the departmental orientation.
11. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent.

JOB SPECIFICATION

TITLE: Pharmacy Assistant Coordinator

JOB CODE: 1072

Revised 11/2017

JOB PURPOSE

- Coordinates the work of the Pharmacy Assistants.
- Performs delegated checking functions.
- Acquires, prepares, checks and distributes medications and pharmaceutical products.

KEY ACTIVITIES

A. Supervisory Duties

1. Collaborates with manager in assigning daily duties.
2. Collaborates with manager to prepare employee work schedules and to arrange replacements for employee absences such as vacation, sick, holidays.
3. Participates in the development of policies, procedures and orientation programs.
4. Enters payroll data and submits timesheets.
5. Participates in quality improvement initiatives.

B. Delegated Checking Duties

6. Ensures accuracy of medication preparation by other pharmacy assistants through checking patient name (if applicable), drug product, strength, form, expiration date, storage information, quantity and other information.

C. Pharmacy Assistant Duties

7. Assists pharmacists in recording and updating medication orders on the computerized patient profiles.
8. Prepares and labels pharmaceutical products.
9. Maintains stocks of pharmaceuticals by:
 - restocking and checking emergency drug supplies;
 - filling medication exchange carts according to computerized fill list;
 - replenishing pharmaceuticals for dispensary stock;
 - controlling and maintaining pharmaceutical inventory;
 - maintaining the Pharmacy night cabinet;
 - maintaining the nursing unit stock exchange system.

JOB SPECIFICATION

JOB CODE: 1072

10. Records medications discrepancies including narcotics and controlled drugs.
11. Prepackages drugs for dispensing, including tablets, capsules, liquids, topical treatments.
12. Prepares and labels sterile products such as total parenteral nutrition, chemotherapy agents, intravenous admixtures and other sterile products that require specialized technique
13. Checks pharmaceuticals for expiry dates; returns and/or destroys expired medications and narcotics.
14. Prepares bulk solutions and other compounds.
15. Updates drug formulary.
16. Responds to inquiries and telephone calls.
17. Delivers medications including narcotics and controlled drugs to patient care areas and maintains records.
18. Participates in the physical inventory counts.

D. Ordering and Receiving Duties

19. Orders pharmaceutical products from suppliers.
20. Verifies that received products match the purchase order and packing slips.
21. Inspects supplies and verifies expiry dates.
22. Stores pharmaceutical supplies as per manufacturers' recommendations.

E. Other Duties

23. Performs general office duties such as keyboarding, photocopying.
24. Prepares workload measurements; records and maintains operational reports.
25. Compiles and enters statistics such as total parenteral nutrition, chemotherapy.
26. Orders and stores intravenous solutions and general supplies.
27. Shows others how to perform tasks or duties as part of the departmental orientation.
28. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an accredited Pharmacy Technician program/course of over six months and up to one year or equivalent. Two years of previous experience performing duties of a Pharmacy Assistant (Delegated Checker) is required. Must have demonstrated supervisory ability.

TITLE: Research Services Clerk

JOB CODE: 1075
09/2008

JOB PURPOSE

Ensures departments are paid for research services.

KEY ACTIVITIES

A. Accounting Duties

1. Invoices and collects on research accounts.
2. Enters journal transactions in general ledger.
3. Opens research accounts through financial services.
4. Issues cheques to investigators for services rendered.
5. Processes bi-weekly expenses for research coordinators.

B. Research Submission Duties

6. Reviews new research applications for completeness by ensuring receipt of all financial and regulatory documents.
7. Assists research coordinators with the completion of research submissions.
8. Ensures research agreements are finalized and submitted to Director for final review.
9. Creates cost impact agreements for the various studies and identifies what departments will be impacted.
10. Compiles reports and keeps track of agreements, clinical trial patients and study tests.
11. Compiles related quarterly statistics such as number of new studies submitted, number of ongoing studies, type of recruited patients, types of tests performed, amount anticipated of total contract value, amount of actual total contract value.

C. Other Duties

12. Submits timesheets to payroll.
13. Sets up new research coordinators in new office space such as computer, telephone, furniture.
14. Schedules meetings for the director.
15. Informs employees of updates to the Workplace Hazardous Materials Information System.



JOB SPECIFICATION



JOB CODE: 1075

16. Shows others how to perform tasks or duties as part of the departmental orientation.
17. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support/business program/course of over six months and up one year or equivalent.

TITLE: Administrative Assistant (Clinical)

JOB CODE: 1076
09/2008

JOB PURPOSE

Provides a wide range of administrative support for a clinic/department/program.

KEY ACTIVITIES

A. Clinical Office Duties

1. Processes referral requests; enters physicians' orders.
2. Schedules and notifies patients and physicians of medical appointments.
3. Files, maintains, prepares, and assembles patient charts.
4. Transcribes dictated or written material, where required.
5. Proofreads and edits transcribed reports, where required.
6. Invoices third parties, such as Medicare.

B. Administrative Support Duties

7. Answers telephone, screens callers, identifies problem, makes appropriate decision such as redirecting calls; provides necessary follow-up.
8. Arranges meetings, schedules rooms, organizes catering and equipment; prepares agendas.
9. Schedules, organizes events and ensures necessary follow-up; provides administrative support for various committees.
10. Records, transcribes and distributes minutes; provides necessary follow-up.
11. Replies to correspondence; creates, edits, and formats documents such as letters, reports, memos and all other outgoing documentation.
12. Maintains departmental filing system.
13. Maintains departmental policy and procedure manuals.
14. Coordinates travel arrangements and accommodation reservations.
15. Acts as a resource person for clients and employees; oversees and/or coordinates departmental workflow, where required.
16. Creates and maintains databases, enters statistics and prepares reports.

JOB CODE: 1076

C. Financial/Payroll/Scheduling Duties

17. Performs departmental financial duties such as accounts receivable/payable, petty cash, bank deposits.
18. Monitors and processes departmental expenditures such as vendor contracts, invoices, expenditures for budget purposes.
19. Schedules appointments, employees and/or volunteers,
20. Arranges for replacement of employee absences such as vacation, sick, holidays.
21. Performs departmental payroll duties such as correcting and distributing time sheets, entering payroll data.

D. Other Duties

22. Performs general office duties such as data entry, photocopying, faxing.
23. Opens, reads, sorts and distributes incoming mail.
24. Greets individuals and provides general information.
25. Orders, receives, and maintains office supplies; ensures office equipment is maintained.
26. Maintains petty cash account.
27. Shows others how to perform tasks or duties as part of the departmental orientation.
28. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support program of over one year and up to two years, which includes medical terminology/transcription courses or equivalent. Two years of previous experience is also required.

JOB SPECIFICATION

TITLE: Administrative Services Coordinator

JOB CODE: 1077

Revised 05/2013

JOB PURPOSE

Provides coordination and administrative support for a variety of departments/programs; supervises office employees and ensures office procedures are maintained.

KEY ACTIVITIES

A. Supervisory Duties

1. Coordinates and organizes departmental workflow by performing duties such as prioritizing and assigning work.
2. Ensures orientation and training for employees.
3. Participates in the performance appraisal and interview process.

B. Administrative Support Duties

4. Answers telephone, screens callers, identifies problem, makes appropriate decision such as redirecting calls; provides necessary follow-up.
5. Arranges meetings, schedules rooms, organizes catering and equipment; prepares agendas.
6. Schedules and organizes events and ensures necessary follow-up; provides administrative support for various committees.
7. Records, transcribes and distributes minutes; provides necessary follow-up.
8. Replies to correspondence; creates, edits, and formats documents such as letters, reports, memos and all other outgoing documentation.
9. Maintains departmental filing system.
10. Maintains departmental policy and procedure manuals.
11. Coordinates travel arrangements and accommodation reservations.
12. Acts as a resource person for clients and employees; oversees and/or coordinates departmental workflow, where required.
13. Creates and maintains databases, enters statistics and prepares reports.

C. Financial/Payroll/Scheduling Duties

14. Performs departmental financial duties such as accounts receivable/payable, petty cash, bank deposits.

JOB SPECIFICATION

JOB CODE: 1077

15. Monitors and processes departmental expenditures such as vendor contracts, invoices, expenditures for budget purposes.
16. Schedules appointments, employees and/or volunteers.
17. Arranges for replacement of employee absences such as vacation, sick, holidays.
18. Performs departmental payroll duties such as correcting and distributing time sheets, entering payroll data.

D. Other Duties

19. Performs general office duties such as data entry, photocopying, faxing.
20. Opens, reads, sorts and distributes incoming mail.
21. Greets individuals and provides general information.
22. Orders, receives, and maintains office supplies; ensures office equipment is maintained.
23. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus additional Office Administration program/course of over one and up to two years or equivalent. Two years of previous experience is also required. Must have demonstrated supervisory ability.

TITLE: Inventory Services Administrative Support

JOB CODE: 1078
09/2008

JOB PURPOSE

Orders general inventory/non-inventory stock, tracks shipments and troubleshoots problems with delivery; provides administrative support.

KEY ACTIVITIES

A. Inventory Control Duties

1. Processes requisitions for replenishment of general inventory/non-inventory items by
 - generating purchase orders to renew standing orders and/or to replenish set quotas for supplies and services based on inventory control database;
 - ensuring that information is complete and properly authorized;
 - placing order with approved vendor in accordance with standing contract;
 - sourcing substitute product when requested product is unavailable or on back order;
 - obtaining vendor information in order to track shipments and coordinate receipt and delivery;
 - following up on shipping issues such as backorders, missing items, wrong quantities.
2. Processes and authorizes payments to vendors; investigates invoicing discrepancies; processes the exception reports; rectifies problems at source.
3. Processes items that are damaged, unsuitable and/or expired; sends out equipment for repairs; coordinates equipment service calls.
4. Responds to order inquiries; advises user when order arrives.
5. Performs physical inventory counts as required.

B. Administration Support Duties

6. Performs reception duties such as greeting clients, answering telephone, taking messages.
7. Performs general office duties such as filing, faxing, photocopying.
8. Prepares timesheets.
9. Receives, distributes and dispatches mail.



JOB SPECIFICATION



JOB CODE: 1078

C. Other Duties

10. Shows others how to perform tasks or duties as part of the departmental orientation.
11. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an office administration program of over six months and up to one year, which includes software applications, accounting and business mathematics. One year of previous experience is also required.



JOB SPECIFICATION



TITLE: Hostel Services Coordinator

JOB CODE: 1079
09/2008

JOB PURPOSE

Supervises employees and provides clerical support for hostel services.

KEY ACTIVITIES

A. Supervisory Duties

1. Coordinates and organizes departmental workflow by performing duties such as prioritizing and assigning work.
2. Ensures orientation and training for employees.
3. Participates in the performance appraisal process.

B. Receptionist Duties

4. Performs receptionist duties such as greeting and directing clients, providing information.
5. Processes referral requests; enters physicians' orders.
6. Provides telephone support for department; directs calls.
7. Takes and relays messages.

C. Scheduling/Organizing Duties

8. Schedules appointments.
9. Arranges for replacement of employee absences such as vacation, sick, holidays.
10. Organizes meetings and special events.

D. Other Duties

11. Enters data from timesheets into payroll system.
12. Performs general office duties such as data entry, filing, photocopying, faxing.
13. Orders, receives, and maintains office supplies; ensures office equipment is maintained.
14. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an administrative support program of over one year and up to two years or equivalent, which includes medical terminology courses. Two years of previous experience is also required. Must have demonstrated supervisory ability.

TITLE: Fast Break Supervisor

JOB CODE: 1088
09/2008

JOB PURPOSE

Supervises employees engaged in food services; maintains, monitors and provides financial reports supporting the operation of retail revenue centers.

KEY ACTIVITIES

A. Supervisory Duties

1. Prepares schedule rotations; arranges for replacement of employee absences such as vacation, sick, holidays.
2. Participates in the performance appraisal and interview process.
3. Ensures employees are updated on policies and procedures.
4. Ensures orientation and training for employees.

B. Accounting Duties

5. Balances/reconciles funds and prepares daily bank deposits.
6. Prepares reports such as revenue, royalty, expense and usage reports.
7. Processes invoices and interdepartmental transfer billings.
8. Maintains and dispenses petty cash funds; codes and posts petty cash receipts to general ledger.

C. Other Duties

9. Processes daily food and maintenance orders.
10. Performs data entry such as inputting inventory received.
11. Maintains statistical information such as waste logs, temperature logs, call-in logs.



JOB SPECIFICATION



JOB CODE: 1088

12. Performs general office duties such as faxing, photocopying, filing.
13. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support or business program of over six months and up to one year, which includes accounting courses, or equivalent. Three years previous experience is also required. Must have demonstrated supervisory ability.

TITLE : Accounting Clerk / Driver (PIO)

JOB CODE:

1089
09/2008

JOB PURPOSE

Performs a variety of general accounting duties; operates a vehicle to transport passengers and small goods.

KEY ACTIVITIES

A. Accounting Duties

1. Receives and records payments for client boarding from government departments.
2. Maintains, dispenses, balances and reconciles cash accounts such as petty cash, prescription account, room and board, building maintenance.
3. Prepares bank deposits.
4. Processes payments to clients for maintenance work performed.
5. Responds to inquiries such as client financial status, medical coverage.

B. Work Project Duties

6. Plans building maintenance and cleaning projects to be carried out by clients.
7. Purchases and inventories materials required for maintenance and cleaning projects.
8. Assigns clients to work projects; inspects work performed.

C. Driving Duties

9. Operates and drives a vehicle of less than three tons capable of transporting supplies, mail, and passengers.
10. Maintains the appearance and performance of vehicles by either performing or scheduling maintenance and repair work.
11. Performs miscellaneous messenger services and urgent deliveries; transports clients to appointments.



JOB SPECIFICATION



JOB CODE: 1089

D. Other Duties

12. Shows others how to perform tasks or duties as part of the departmental orientation.
13. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support or business program/course(s) of over six months and up to one year or equivalent, which includes accounting. One year of previous experience with an acceptable driving record is also required.

TITLE: Scheduling Module Clerk

JOB CODE: 1090

09/2008

JOB PURPOSE

Manages computerized modules governing the scheduling of operating room resources and booking of patients; schedules patient appointments.

KEY ACTIVITIES

A. Coordination of Scheduling Module

1. Liaises and supports Information Services with the development of the Scheduling Module for the Regional Health Authority; supports and assists other departments and department heads with scheduling module issues.
2. Creates and maintains all schedules, appointment types and information regarding appointments including notification letters.
3. Modifies schedules, tests and implements system enhancements; keeps copy of live dictionaries in the test directory.
4. Grants access levels for system users.

B. Scheduling Duties

5. Processes referral requests; enters physicians' orders.
6. Schedules, cancels, reschedules appointments and meetings; notifies patients and physicians.
7. Distributes appointment lists to appropriate physicians and clinics.

C. Other Duties

8. Performs general office duties such as data entry, filing, photocopying, processing mail.
9. Maintains office supplies and equipment.
10. Shows others how to perform tasks or duties as part of the departmental orientation.
11. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional administrative support program/course of over six months and up to one year or equivalent, which includes medical terminology and keyboarding. Two years of previous experience is required to become familiar with computerized system.

TITLE: Accounting and Payroll Clerk

JOB CODE: 1093
09/2008

JOB PURPOSE

Performs a variety of general accounting duties.

Performs data entry and general office duties to facilitate the processing of payroll and benefits.

KEY ACTIVITIES

A. Accounts Receivable Duties

1. Receives, records and issues receipts for payments.
2. Balances/reconciles funds and prepares daily bank deposits.
3. Adds charges on accounts from prior day's admissions or OPD visits.
4. Ages accounts receivables.
5. Responds to inquiries such as billing questions from patients and/or families.
6. Invoices patients and outside agencies such as Medicare, WHSCC.
7. Balances journal, closes batches and posts to general ledger.

B. Accounts Payable Duties

8. Maintains and dispenses petty cash funds to various departments; codes and posts petty cash receipts to general ledger.
9. Codes for non-purchase expenses such as travel, laboratory tests.
10. Codes and enters invoices in system if there is no purchase order to match invoice.

C. Payroll Duties

11. Enters data from timesheets into computerized payroll system.
12. Processes data such as new hires and employee status changes.
13. Checks errors and advises regional payroll of changes.
14. Responds to payroll inquiries from employees.
15. Prints schedules and forwards to departments.

D. Other Duties

16. Meets with employees to explain benefit plans and assists with enrollment.
17. Answers inquiries and provides payroll and benefit information to employees and managers.
18. Receives and records benefit payments from employees on leave of absence.
19. Acts as liaison for employees, patients and regional offices.
20. Receives, sorts and sends mail.
21. Performs general office duties such as photocopying, faxing, filing.
22. Shows others how to perform tasks or duties as part of the departmental orientation.
23. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional business or office administration program of over six months and up to one year, which includes accounting courses and business mathematics, or equivalent.

TITLE: Inventory Expeditor

JOB CODE: 1094
09/2008

JOB PURPOSE

Ensures supplies are available.

KEY ACTIVITIES

A. Ordering Duties

1. Orders general inventory supplies* from central stores and/or warehouse based on pre-determined quota levels.
2. Processes special and urgent orders; purchases directly from vendor, where required.

B. Receiving Duties

3. Receives, unpacks, sorts, and verifies supplies* received against requisitions or purchase orders; declines delivery of damaged or expired supplies; inspects received supplies and notifies purchasing department when unacceptable.
4. Unloads trucks, where required; uses forklift to move pallets, where required.
5. Records, files, and maintains documentation of supplies received.
6. Initiates and responds to inquiries regarding receipt and shipment of supplies.

C. Inventory Duties

7. Sorts, rotates and shelves supplies by expiry date.
8. Maintains inventory control system by recording supplies received, delivered, charged-out and/or billed.
9. Participates in physical inventory counts.
10. Fulfills supply requisitions, quota checklists, automatic restock lists, and back-orders by:
 - retrieving computerized inventory system lists, hard copy list, telecommunications or personal requests; may involve physical inspection or scanning of supply rooms and carts to determine required supplies;
 - assembling supplies;
 - issuing credits for corrections, adjustments and posting completed orders onto the computerized inventory system;

JOB CODE: 1094

- packing requisitioned supplies onto general delivery carts or exchange carts such as burn carts, cornea replacement kits.
11. Posts inventory transactions as supplies are received, removed and delivered; prepares reports from computerized inventory system.

D. Shipping Duties

12. Assembles supplies for internal deliveries per requisitions or quota lists.
13. Repacks supplies for external deliveries.
14. Picks up specimens such as blood, tissue; prepares for shipping.
15. Packs requisitioned supplies onto delivery carts; weighs packed carts when requisition is filled, where required; records information for inventory control, billing, and operational records.
16. Delivers requisitioned supplies to departments.
17. Returns damaged and/or expired supplies to distributors.

E. Other Duties

18. Shows others how to perform tasks or duties as part of the departmental orientation.
 19. Maintains a clean and safe work area.
- supplies includes general inventory, equipment, and furniture; may include dangerous goods, narcotics, controlled substances, non-inventory, perishable and 'stat' items.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent. Six months of previous related experience is also required.

TITLE: Supplies Services Supervisor

JOB CODE: 1095
09/2008

JOB PURPOSE

Supervises employees involved in the receipt, storage, and dispatch of supplies.

KEY ACTIVITIES

A. Supervisory Duties

1. Assesses, prioritizes and coordinates work.
2. Develops work schedules and adjusts for leaves as required; assigns and checks work; supervises employees.
3. Participates in performance appraisals and interview process.
4. Approves and submits timesheets.
5. Ensures safety of equipment and procedures.
6. Provides technical advice to management and employees; acts as resource for special events, such as pandemic flu epidemic and disaster planning.
7. Records and maintains related records and documentation.

B. Supplies-Related Duties

8. Organizes arrangement of stores; maintains inventory dictionaries.
9. Records inventory transactions to inventory control system such as problems, returns, new items, discontinued items; performs physical inventory counts; reports discrepancies.
10. Orders from main stores to replenish sub-inventories.
11. Identifies fluctuations in supplies utilization for sub-inventories, such as operating theatres, central services, reprocessing, direct patient care services.
12. Maintains client relations by answering product queries, responding to service complaints, informing clients of product changes.
13. Tracks shipments such as late deliveries, back-orders, lost shipments.
14. Facilitates delivery of supplies, by coordinating deliveries to various departments and facilities.
15. Participates in the receipt, storage, and dispatch of inventory and non-inventory supplies*, equipment and furniture, as required.



JOB SPECIFICATION



JOB CODE: 1095

C. Other Duties

16. Shows others how to perform tasks or duties as part of the departmental orientation.
17. Maintains a clean and safe work area.

* supplies includes general inventory, equipment, and furniture; may include dangerous goods, narcotics, controlled substances, non-inventory and urgent items.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation or equivalent. Three years of previous experience is also required. Must have demonstrated supervisory ability.

JOB SPECIFICATION

TITLE: Pharmacy Assistant (Delegated Functions) **JOB CODE:** 1096
Revised 11/ 2017

JOB PURPOSE

Performs delegated functions in a Pharmacy where there isn't a Pharmacist on site; Manage pharmacy services, acquires, prepares, checks and distributes medications and pharmaceutical products.

KEY ACTIVITIES

A. Delegated Function Duties

1. Responsible for pharmacy services where there isn't a Pharmacist on site.
2. Ensures accuracy of medication preparation through checking patient name (if applicable), drug product, dosage, form, expiration date, storage information, quantity and other information.
3. Retrieve all prescriptions for patients who are admitted. Clarify prescription with the nurses and doctors if they are incomplete or incorrect.
4. Prepare a list of patients at home medications and dosage upon admission. Verify the at home medication with the medication that has been prescribed when admitted and advise nurses and doctors of any differences.
5. Print all interactions between medications and advise nurses and doctors

B. Pharmacy Assistant Duties

6. Recording and updating medication orders on the computerized patient profiles.
7. Prepares and labels pharmaceutical products.
8. Maintains stocks of pharmaceuticals by:
 - restocking and checking emergency drug supplies;
 - filling medication exchange carts according to computerized fill list;
 - replenishing pharmaceuticals for dispensary stock;
 - controlling and maintaining pharmaceutical inventory;
 - maintaining the pharmacy night cabinet;
 - maintaining the nursing unit stock exchange system.
9. Records medication discrepancies including narcotics and controlled drugs.
10. Prepackages drugs for dispensing, including tablets, capsules, liquids, topical treatments.

JOB SPECIFICATION

JOB CODE: 1096

B. Pharmacy Assistant Duties (con't)

11. Prepares and labels sterile products such as total parenteral nutrition, chemotherapy agents, intravenous admixtures and other sterile products that require specialized technique.
12. Checks pharmaceuticals for expiry dates; returns and/or destroys expired medications and narcotics.
13. Prepares bulk solutions and other compounds.
14. Updates drug formulary.
15. Responds to inquiries and telephone calls.
16. Delivers medications including narcotics and controlled drugs to patient care areas and maintains records.
17. Participates in physical inventory counts.

C. Ordering and Receiving Duties

18. Orders pharmaceutical products from suppliers.
19. Verifies that received products match the purchase order and packing slips.
20. Inspects supplies and verifies expiry dates.
21. Stores pharmaceutical supplies as per manufacturers' recommendations.

D. Other Duties

22. Performs general office duties such as keyboarding, photocopying.
23. Prepares workload measurements; records and maintains operational reports.
24. Compiles and enters statistics such as total parenteral nutrition, chemotherapy.
25. Orders and stores intravenous solutions and general supplies.
26. Shows others how to perform tasks or duties as part of the departmental orientation.
27. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an accredited Pharmacy Technician program/course of over six months and up to one year or equivalent. One year of previous experience to be able to successfully perform delegated functions as required when working in an environment where there is no pharmacist present is required.

TITLE: Medical Transcriptionist Coordinator

JOB CODE: 1098
09/2008

JOB PURPOSE

Performs medical transcription for physicians and other health care professionals;
Supervises employees engaged in medical transcription.

KEY ACTIVITIES

A. Supervisory Duties

1. Prepares employee work schedules and submits timesheet.
2. Approves time off for employees; arranges for replacements of employee absences such as vacation, sick, holidays.
3. Participates in the performance appraisal and interview process.
4. Ensures orientation and training for employees.

B. Medical Transcription Duties

5. Formats, transcribes and expedites medical reports such as client histories, physicals, discharge summaries, operative reports, labour and delivery notes.
6. Proofreads transcribed reports; researches spelling, grammar, inconsistencies and inaccuracies such as age, gender, dates; corrects and edits reports.
7. Sorts and distributes reports to be signed

C. Other Duties

8. Maintains a clean and safe work area.

DESIRABLE TRAINING AND EXPERIENCE

High school graduation plus an additional medical transcriptionist program/course of over one and up to two years or equivalent. Two years of previous experience is also required. Must have demonstrated supervisory ability.