



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911, route MacKenzie
Hay River, NT X0E 0R6

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
02-36, 03-36, 04-36, CA-1230	Unit Clerk	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Acute & Ambulatory Care	Manager, Acute & Ambulatory Care	Hay River Regional Health Centre

PURPOSE OF THE POSITION

The Unit Clerk is a member of the health care team that provides medical, administrative and clerical support to the multidisciplinary team. The incumbent acts as a receptionist and clerical assistance for the patient care areas and carries out clerical functions in relation to patient records, services and supplies. The incumbent is the first person that visitors, family and physicians interact with as they approach the nursing desk. They provide the necessary directions, answer questions and/or provide the forms/supplies that are required.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes

programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Health care services are provided to adult and children on an inpatient/outpatient basis. The unit clerk position is the center core for processing the paperwork and providing support to the multidisciplinary team who provide client care. The incumbent is responsible for coordinating and implementing the plan of action, under the advice of the Director of Client Care Services, Manager of Acute & Ambulatory Care, Patient Care Coordinator, Nurse in Charge, Registered Nurses and Licensed Practical Nurses.

RESPONSIBILITIES

- 1. Facilitates the prompt diagnosis and treatment of patients in accordance with the HRHSSA policies and procedures to ensure quality care is carried out as required.**

Main Activities:

- Creates outpatient forms for all patients presenting to the emergency department following the Canadian Triage Acuity scale (CTAS) guidelines.
- Preparing and maintaining an adequate supply of patient charts (e.g., acute, OR, obstetric and newborns.)
- Preparing charts for new admissions by labeling each sheet with information, printing legibly and inscribing a name on a chart holder, arm bands, procuring old charts from Medical Records as required and filling out dates on vital sign sheets. Checking charts daily for proper order of sheets, adding new sheets as required and ensuring all sheets in the chart are labeled.
- Ensuring admission consent forms are properly filled out and present on patients current chart.
- Transcribing physician orders on the Nursing Care Plan, preparing laboratory, x-ray, rehab and dietary requisitions and filling them on patient charts when the physician has initiated results.
- Dismantling discharged charts and assembling them in proper order for Medical Records.
- Completing diet sheets for Dietary and notifying them of admissions, discharges and diet changes.
- Xeroxing patient charts of hospital forms as required.
- Coordinating medivacs, which includes notifying transportation and ambulance services.

- 2. Maintain communications in accordance with HRHSSA policies and procedures to ensure the multidisciplinary team is informed as required and promote the efficiency of ongoing patient care.**

Main Activities:

- Receiving and dispatching ambulance calls, correspond with ambulance attendants.

- Paging on-call staff.
- Answering the telephone and screen calls in a polite, courteous manner and redirect calls as required.
- Taking and relaying messages as required by/for nurses and doctors excluding all doctors' orders or receiving phoned lab results.
- Maintaining confidentiality of information.
- Assisting with orientation of new staff regarding the communication system.
- Updating the census sheet throughout the day post admissions and discharges.
- Acting as the central communications clerk during any fire drills, disasters and codes.
- Helping nursing staff in providing emotional support to the family of terminally ill patients, contacts the appropriate chaplain for the families' request.
- Replacing staff accordingly in the event of a sick call on weekend and evenings.

3. To maintain a pleasant and calm atmosphere for staff and/or patients in close proximity to the nursing desk in accordance of HRHSSA policies and procedures.

Main Activities:

- Greet new patients and assist them to their rooms when required.
- Orient new patients to their environment.
- Help to ensure hallways are not crowded, especially emergency and fire exists.
- Accept mail, flowers and packages and distribute to proper patients or staff.
- Be available at the desk during nursing conferences or reports.
- Direct visitors and explain rules and regulations regarding visiting hours under the direction of the charge nurse.
- Refer all visitors of critically ill patients to the charge nurse.
- Promote good public relations through courteous and polite work behavior.

4. Perform administrative duties in accordance with guidelines and HRHSSA policies and procedures to improve client services and/or improve unit operations.

Main Activities:

- Assists with secretarial and typing duties.
- Orders and maintains the proper quota of stationary supplies and ample ward forms.
- Makes appropriate changes when patients are transferred to another room.
- Makes discharge arrangement for patients - book follow-up appointments for patients and arrange transportation.
- Completes Vital Statistics Forms as required.
- Secures valuables in safe.
- Assists nursing staff by collecting and delivery of equipment, supplies and requisitions.
- Notifies maintenance regarding any requirements.
- Assists in the orientation of new staff to the nursing desk area.
- Orientates new unit clerk staff.
- Shreds confidential material.

- Other duties as required.

POSITION ROLE IN CLIENT & STAFF SAFETY

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a health workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

Good oral and written communication and interpersonal skills.

Knowledge of trans-cultural environment, sensitivity to others situation/feelings.
Knowledge and ability to use medical terminology.
Awareness of the use of equipment and supplies.
Good computer experience.
Basic working knowledge of office procedures.
Ability to remain calm and level head during a crisis and/or busy time.
Ability to work independently with little guidance.
Good organizational skills, be able to prioritize effectively.

The level of knowledge is generally acquired through a Grade 12 education. Completion of a medical terminology course is preferred. CPR and/or First Aid are desirable.

WORKING CONDITIONS

Physical Demands

The unit clerk is required to sit, bend, lift, carry, push, pull and stretch throughout the working day. The frequency varies from moderate to high, dependent upon acuity of the nursing unit. This may lead to neck, back or arm strain or injury.

During stressful situations while interacting with clients or the public, in general it is common to suffer from back/muscle strain before the shift ends.

Environmental Conditions

The incumbent is exposed to a busy work environment which includes screaming and demanding patients (i.e., psychiatric or in physical pain), visitors and crying children.

Frequent interruptions from telephone calls, staff, visitors and patients requiring continual prioritizing of work happening simultaneously.

Sensory Demands

The nature of the work demands long periods of concentration, accompanied by frequent interruptions and reprioritizing ones work duties. The demands and expectations are usually moderate to high in intensity. There is a need to remain focused and acutely aware of all the activities on the unit. The senses of hearing, watching, touching and focused listening are extremely important to be aware and react quickly to situations. The frequency, duration and intensity will increase as the acuity increases and one is dependent upon the other.

Mental Demands

The environment is dynamic and always constantly changing; therefore, the incumbent has no control over their work pace. The incumbent deals directly with other members of the multidisciplinary team (at times under high stress themselves), verbal abuse and angry people being an everyday happening which will cause mental fatigue and stress.

The unit clerk is at the center of the unit and generally can only leave this area at breaks or mealtime. There is concentrated attention to detail for prolonged periods of time and exposure to emotionally disturbing people and events on a low to moderate frequency.

Keeping calm and focused for the benefit of others at times of crisis in immediate areas (i.e., Labour Room and Recovery Room) during emergencies and high emotional situations.

Frequent staff turnover contributes to an emotional drain over a prolonged period of time.

Focus on team spirit to be a priority on the ward.

CERTIFICATION

Position Number:

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Director/Chief Executive Officer Signature</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	<hr/> <p>Date</p>

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

December 29, 2006 – editorial changes only
August 3, 2004 – editorial changes only
November 2005 – update
October 2009 – editorial-Scope & Client Safety
September 2011 editorial changes; scope & reports to change
September 2012 – reports to change
September 2016 – updated logo and scope
July 2017 – Commitment Statement
Updates – March 2020 – Report to Manager, Health Records
November 2020 – Report to Manager, AAC