

Position Description:

COVID Clerk/Front Office Reception

Status: Full-time Contract

Date revised: October 2020

PURPOSE OF THE JOB:

The primary role of COVID Clerk-Front Office Reception staff is to assist with the screening of patients, disinfection of clinic areas, and providing clerical and administrative support in the front office. Attention to detail and providing a high level of patient service is essential.

Job Type:

It is understood that this is a temporary position until March 31, 2020.

Hours of Work:

It is expected that the Front Office Receptionist will work 37.5 hours per week (40 hours in office with half hour unpaid lunch) and that these hours will also include pre-scheduled After-Hours Evenings Clinics.

POSITION QUALIFICATIONS:

The minimum requirements for this position are:

Education and Experience

- Post-secondary education in office administration, medical administration or a related field (preferably in a health service setting);
- A minimum of two years' experience in a similar role or equivalent.

Skills and Abilities

- Exceptional client service skills;
- Excellent verbal and written communication skills;
- Ability to work as part of a team with a variety of health service providers;
- Excellent interpersonal skills;
- Good judgment, time management, attention to detail and priority setting abilities;
- Strong organizational skills, ability to work independently and in a professional manner respecting patient confidentiality and program integrity;
- The following abilities would be considered a significant asset:
 - Knowledge of both PC Microsoft and Apple operating systems;
 - Familiarity with Electronic Medical Records systems (the office uses Telus Practice Solutions);

DUTIES AND RESPONSIBILITIES:

1. Conducting and documenting COVID screen of all people at the clinic entry
2. Assisting with cleaning on to ensure all high-touch points are sanitized according to our standards.
3. Following all FHT Health & Safety precautions and procedures and respect and abide by all confidentiality policies.
4. Working closely with the Administration team and the Health Care Professionals to maintain patient flow and anticipate requirements
5. Will be expected to familiarize themselves with the daily schedule of appointments in order to be alert and anticipate where and when they will be needed.
6. Responsible for providing office reception services including booking of appointments, patient guidance and advocacy as well as coordination and booking of referrals.
7. Preparing of correspondence and communications.
8. Responsible for filing reports, documents and patient files as per the Family Health Team and Powassan & Area Medicine Professional Corporation policies and procedures and assisting in EMR system maintenance and security and back-up of system data.
9. Other duties as assigned.

The preceding described duties are representative and should not be construed as all-inclusive.

PROBATIONARY PERIOD:

- Three-month probationary period