



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Acute Care Unit Clerk	
Position Number(s)	Community	Division/Region(s)
47-5369	Inuvik	Acute Care/Beaufort-Delta

PURPOSE OF THE POSITION

Provides multifaceted clerical assistance for staff and patients of the Acute Care Unit including emergency and inpatients areas in accordance with the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure that the most efficient service to patients, clients and staff are met.

SCOPE

This position is located in Inuvik. Reporting directly to the Manager, Acute Care, the Unit Clerk will be in frequent contact with nurses, physicians, patients, all NTHSSA departments and staff, the Community Health Centers and members of the general public, including outpatients and families, to provide efficient and effective service with minimal supervision.

Clerical assistance provided by the Unit Clerk will facilitate the proper communication and management of client services, as well as more efficient use of physician/nurse time. This position will work shift work.

RESPONSIBILITIES

- Maintains and updates the information systems in Acute Care for emergency visits, admissions and discharges in accordance with hospital confidentiality policies.**
 - Follows the required procedures for registering all clients seen in the Emergency Department including obtaining information, which is then entered or updated in MediPatient system.

- As above for medical/surgical daycare clients.
 - Follows the required procedures for all clients admitted to inpatient unit.
 - Completes the discharge of all inpatients by following required procedures and by entering/updating all necessary information in the MediPatient system.
2. **Provides clerical assistance to nursing staff and physicians to ensure efficient service and continuity of care.**
 - Answers telephone calls and relays messages to identified parties in a timely manner.
 - Prepares in-patient charts for admission, discharge, transfer and return to medical records.
 - Ensures that all out of province/country/Workers' Compensation Board client's health care information is adequately established for medical billing purposes.
 - Assisting in discharge of patients such as faxing prescriptions and discharge summaries to health centers, booking travel arrangements and follow-up appointments for clients.
 - Delivery of laboratory specimens and equipment to other departments as required.
 - Other duties as assigned by the Manager, Acute Care.
 3. **Continuously monitors medical-surgical and dietary supplies with the LPN Unit Clerk - ER to ensure the level of stock supplies is appropriate to meet client needs.**
 - Orders medical-surgical and dietary supplies under the supervision of the Manager, Nursing Units.
 - Stocking of supplies when delivered from stores or support services.
 - Maintains a record of purchase orders received and pending.
 - Monitors expired equipment/supplies and returns to supplier.
 4. **Performing other assigned duties to ensure client and staff needs are met, such as:**
 - Updating manuals as required.
 - Updating staffing telephone numbers and ward information book.
 - Assistance with transfer of clients to other areas of hospital and delivering meal trays to clients.
 5. **Works in collaboration with the LPN Unit Clerk - ER, assisting each other with necessary duties and providing relief for each other as needed.**

WORKING CONDITIONS

*(Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)*

Physical Demands

There are no significant adverse physical demands to which the incumbent is exposed.

Environmental Conditions

There are no significant adverse environmental conditions that exist in this position.

Sensory Demands

Frequent interruptions to work by the general public, telephone, physicians and staff can be stressful. A high frequency of multiple calls must be dealt with on a daily basis, each call to be handled individually.

Mental Demands

Incumbent will be working under public scrutiny.

Incumbent must be continually aware of the "Release of Information Policy" while working in an area open to the public to ensure confidentiality.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to network resources within and outside the IRH (i.e., Social Services, Public Health, medevac teams, etc.) in order to ensure support of patients and their families.
- Demonstrated keyboard and computer skills.
- Working knowledge in Word Processing, Spreadsheets, Data Base i.e., MediPatient and Communications software.
- Ability to work independently with minimal supervision.
- Ability to maintain strict confidentiality.
- Ability to work with minimal supervision.
- Strong interpersonal skills are required to be diplomatic and polite and to deal with the public in stressful situations.

Typically, the above qualifications would be attained by:

This level of knowledge is commonly acquired through completion of a minimal grade 12 education, combined with office/administrative experience preferably in an acute care hospital setting.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one)

- ☐ French required
- ☐ French preferred
- ☒ French not required