



# Provincial Job Description

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**TITLE:**  
**(183) Unit Clerk**

**PAY BAND:**  
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**FOR FACILITY USE:**

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## **SUMMARY OF DUTIES:**

**Provides reception and clerical support to a unit/department.**

## **QUALIFICATIONS:**

- ◆ **Medical Administrative Assistant diploma**

## **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ **Intermediate keyboarding skills**
- ◆ **Intermediate computer skills**
- ◆ **Interpersonal skills**
- ◆ **Organizational skills**
- ◆ **Communication skills**
- ◆ **Ability to work independently**

## **EXPERIENCE:**

- ◆ **Previous: No previous experience.**

## ***KEY ACTIVITIES:***

### **A. Reception / Telephone**

- ◆ Greets clients/patients/public to department/unit.
- ◆ Provides telephone support (e.g., takes messages, pages staff, directs calls, provides information, assists physicians with calling consults).
- ◆ Books appointments (e.g., emergency surgery, laboratory tests, external appointments).
- ◆ Provides travel coordination for patients (e.g., appointments, transfers).
- ◆ Arranges transfers to other units/facilities.
- ◆ Obtains information/reports.
- ◆ Assists with allocation of beds and patient placement.

### **B. Chart Maintenance**

- ◆ Processes physician orders (e.g., filling out requisitions, sending paperwork to appropriate department).
- ◆ Assembles, labels/imprints and disassembles charts.
- ◆ Files reports.
- ◆ Audits charts for accuracy.
- ◆ Requests, picks up and returns Health Records.
- ◆ Completes applicable paperwork for admissions, discharges and transfers.
- ◆ Assembles discharge and special needs packages.
- ◆ Retrieval of chart information from other facilities.

### **C. Clerical**

- ◆ Performs clerical duties (e.g., files, photocopies, faxes, e-mails, scans, laminates, collates, shreds).
- ◆ Picks up and delivers mail/specimens.
- ◆ Performs data entry and word processing (e.g., reports, letters).
- ◆ Maintains various manuals.
- ◆ Sorts and distributes reports.
- ◆ Obtains death/birth registration and health number assignments.
- ◆ Compiles statistical data (e.g., bed census, provincial wait times).

**D. Related Key Work Activities**

- ◆ Resolves physician/equipment conflicts for Operating/clinic/procedure rooms.
- ◆ Tracks audiovisual equipment and maintains library resources (e.g., books, magazines, periodicals).
- ◆ Orders and stocks supplies.
- ◆ Maintains office equipment.
- ◆ Books meeting rooms.
- ◆ Escorts clients/patients/residents to appointments.
- ◆ Collects/checks/completes payroll time sheets.
- ◆ Maintains petty cash and minor accounts receivable (invoicing and receipting).
- ◆ Maintains/delivers Operating Room slate.
- ◆ Tracks status of patient care throughout patient's emergency department visit.
- ◆ Fills relief shifts.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

**Validating Signatures:**

**CUPE:**

**SEIU:**

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**SGEU:**

**SAHO:**

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**Date: May 16, 2024**