



# Provincial Job Description

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**TITLE:**  
**(235) Unit Assistant**

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

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## **SUMMARY OF DUTIES:**

Provides support to a unit/department by performing reception, clerical, portering and cleaning duties.

## **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**

- ◆ Greet clients/patients/public to department/unit.
- ◆ Provide telephone support (e.g., take messages, page staff, direct calls, provide information).
- ◆ Book appointments (e.g., emergency surgery, laboratory tests, external appointments).
- ◆ Provide travel coordination for patients (e.g., appointments, transfers).
- ◆ Arrange transfers to other units/facilities.
- ◆ Obtain information/reports.
- ◆ Assist with allocation of beds, examination rooms and patient placement.

### **B. Chart Maintenance**

- ◆ Process physician orders (e.g., fill out requisitions, send paperwork to appropriate department).
- ◆ Assemble, label/imprint and disassemble charts.
- ◆ File reports.
- ◆ Audit charts for accuracy.
- ◆ Request, pick up and return Health Records.
- ◆ Complete applicable paperwork for admissions, discharges and transfers.
- ◆ Assemble discharge and special needs packages.
- ◆ Retrieve chart information from other facilities.

### **C. Clerical**

- ◆ Perform clerical duties (e.g., file, photocopy, fax, e-mail, scan, laminate, collate, shred).
- ◆ Pick up and deliver mail/specimens.
- ◆ Perform data entry and word processing (e.g., reports, letters).
- ◆ Maintain various manuals.
- ◆ Sort and distribute reports.
- ◆ Obtain death/birth registration and health number assignments.
- ◆ Compile statistical data (e.g., bed census, provincial wait times).

**D. Cleaning and Portering**

- ◆ Cleans/disinfects unit area, instruments and equipment (e.g., urinals, wheelchairs, beds, fridges, cupboards, surfaces).
- ◆ Removes garbage and linen.
- ◆ Disposes of sharps and biohazardous wastes.
- ◆ Porters equipment, patients, meals and supplies (e.g., linen, specimens, charts, pharmacy supplies).
- ◆ Porters deceased to morgue or viewing room.

**E. Related Key Work Activities**

- ◆ Strips beds and changes linen hampers.
- ◆ Orders and stocks supplies.
- ◆ Maintains office equipment.
- ◆ Co-ordinates/tracks unit equipment sent for repair and maintenance off the unit.
- ◆ 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).
- ◆ Reviews, tracks, maintains and 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*