

# Provincial Job Description

TITLE: PAY BAND: 11

FOR FACILITY USE:

#### **SUMMARY OF DUTIES:**

Coordination of client access to multi-disciplinary care, services and special programs.

# **QUALIFICATIONS:**

♦ Medical Office Administration diploma\*

## KNOWLEDGE, SKILLS & ABILITIES:

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

#### **EXPERIENCE:**

♦ <u>Previous:</u> Twelve (12) months previous experience working in an office environment.

#### **KEY ACTIVITIES:**

#### A. Coordination of Assessment and Treatment

- ♦ Coordinates information of the needs of clients and documents the same for the program staff and client's health record.
- ♦ Pre-registers and obtains detailed personal and medical history for clients from a variety of sources (e.g., physicians, therapists, schools).
- ♦ Develops agendas, records and distributes minutes and completes follow up of meeting actions.
- **♦** Enters, creates and maintains schedules.
- ♦ Maintains and updates client charts.
- ♦ Schedules and coordinates client appointments (e.g., X-rays/ultrasounds, clinics, therapy appointments, education classes).
- ♦ Books rooms.
- ♦ Books, cancels, reschedules and makes adjustments to previously scheduled appointments, meetings and education classes.
- **♦** Processes referral requests.
- **♦** Creates and maintains waiting lists.

### B. Communication

- ♦ Communicates with clients, families, physicians, outside agencies and the care team to ensure the care needs of the client are met.
- Responds to inquiries on programs, wait lists and factors that impact wait times.
- **♦** Provides information on services within the program, local services and outside agencies.
- ♦ Facilitates coordination of travel with the appropriate services (e.g., Travel Coordinator, Social Services, local transportation).
- **♦** Communicates directly with a variety of support agencies.

#### C. Clerical

- **♦** Compiles statistical reports.
- ♦ Performs word processing duties (e.g., letters, prepares reports).
- ♦ Orders supplies.
- ♦ Photocopies, files, processes mail and shreds documents.
- **♦** Provides reception/telephone services.
- ♦ Performs data entry and maintains database.
- **♦** Retrieves and files client records.
- ♦ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.

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Validating Signatures:	
CUPE:	SEIU:
SGEU:	SAHO:
Date: May 16, 2024	
*Updated October 22, 2025	