



# Job Description

**Position Title:** Unit Clerk

**Department:** Long Term Care (Lee Manor)

**Reports To:** Director of Care

## Purpose

The Unit Clerk provides clerical support to the Nursing department and is responsible to the Director of Care. In accordance with Grey County policies, the Unit Clerk is responsible for organizing and maintaining clinical records and clerical and nursing supplies for the daily management of all Resident Home Areas and providing clerical support to support the Nursing department.

The Unit Clerk is required to perform their duties in a manner that is consistent with the Core Values of the home that supports the 'Colour It' resident led philosophy of care to ensure resident safety, and demonstrate customer service excellence.

## Responsibilities

### *General Administration*

- Maintain the resident clinical record system in compliance with legislation for current and discharged residents;
- Establish and maintain an accurate and functional filing system for forms required by the Nursing department;
- Perform incidental clerical work including typing, filing, delivering messages, sorting mail, photocopying, faxing, processing invoices for the nursing department;
- Organize resident care conferences and meetings as required through written, verbal and with Ontario Telemedicine Network;
- Initiate new employee set-up to required data bases, provide technical assistance for equipment and software programs i.e. PCC, POC, computers, telephone system, eMAR tablets, photocopier, and fax machine;
- Support internal committees operated by the Nursing department i.e. staff meetings, Professional Advisory Committee, Resident Quality and Safety;

- Organize and maintain clerical and nursing supplies;
- Provide backup receptionist services when required.

### *Quality Management*

- Complete audits as assigned and participate in the quality improvement plan;
- Perform other related duties as required by the Director of Care and Executive Director.

### *Family and Resident Relations*

- Foster positive customer service and residents and families;
- Communicate with residents, families and appropriate Power of Attorney(s) regarding the booking of appointments and transportation.

### *Occupational Health and Safety*

- Advise supervisor or designate immediately of all staff incidents that may result in an Occupational Accident Claim, any concerns with the physical plant, incidents or injuries and completes required forms and correspondence;
- Follow all health and safety policies and procedures. Work safely to reduce the risk of injury to self, co-workers, and residents;
- Wear personal protective equipment as designated;
- Maintain a clean, safe environment for residents utilizing infection control principles.

## Working Conditions

Work is subject to regular deadlines and is carried out in a public office environment, with frequent interruptions from residents, staff, and family members.

## Contacts

### *Internal Working Relationships*

Work with the Managers, Staff, Medical Director, Residents and County IT department

### *External Working Relationships*

Families and Representatives (i.e. POA), suppliers, Physicians

## Knowledge and Skill

- Post-secondary education in Office Administration or other comparable training;
- Experience in a health care setting and understating of applicable legislation an asset;
- Must be able to use effective communication, problem-solving and interpersonal skills to assist with individual and team tasks;
- Excellent organizational skills, attention to detail and coordination skills; able to work calmly under pressure of meeting deadlines and handling multiple duties and competing priorities; verbal and written communication skills.
- Use discretion when dealing with confidential and sensitive information;
- Ability to deal with the public and long term care facility resident population in a calm and professional manner;
- Understanding of the concepts of commonly used computer applications such as Microsoft Word, Excel, and Email.

## Impact of Error

Misuse of confidential information may result in a breach of Privacy laws, loss of confidence and credibility.

Administrative delays or poor communication of information for the department could result in inefficient operations, ineffective use of staff and the lack of information required to make the best decisions.

Errors on statistical information and/or reporting of information may result in incorrect information that could adversely affect staff and/or management decisions.