

Georgina Nurse Practitioner Led Clinic

Job Description

Job Title:	<i>Receptionist/Clerical Staff</i>
Accountable To:	<i>Lead Administrator and Clinic Director</i>
Status	<i>1.0, 0.6, 0.4, 0.2 Full time equivalent or casual</i>
Date:	<i>June 23, 2020</i>

Position Summary

The Georgina Nurse Practitioner Led Clinic provides primary health care services to the residents of Georgina with outreach services to several locations. As the initial contact for patients, the Receptionist role is of great importance and they must maintain a high level of standard in customer service.

The Receptionist will support the primary care providers at the Georgina NPLC in the provision of primary health care, health promotion and disease prevention care through reliable, timely, professional and effective clerical support. The Receptionist's primary role is to provide direct and indirect contact with the patients registered with the Georgina NPLC and to liaise and provide clerical support to the interdisciplinary healthcare team. This position will report directly to the Lead Administrator.

Key Areas of Responsibility and Duties

- Perform reception and reception-related duties in a positive and helpful manner when responding to routine inquiries from telephone calls, visitors and staff; redirect calls or provide routine information requiring a detailed knowledge of the organization's functions, policies and procedures; sharing acquired relevant information with other team members; booking appointments and managing the daily schedule for all IHPs. This shall be done while ensuring compliance with policies and procedures, legislation and best practices with the medical reception staff.
- Manage all receptionist duties including (but not limited to): scheduling, communicating appointments to clients, faxes, specialist referrals, medical information requests etc.
- Protect general public and staff from potential infectious disease through infection control practices as per IPAC regulations
- Ability to deal with multiple requests, calls and prioritize work
- Researches, collects and compiles data through inquiries, internet and library searches as requested by the Lead Administrator or Clinic Director
- Ability to work in a team environment and work independently with minimal supervision
- Assess administrative work flow and provide feedback and make recommendations to the Lead Administrator

- Demonstrate a willingness to assist with the workload during vacation or absence of other clerical staff
- Perform injections, venipuncture and point of care testing if certified and within the authority of the medical directive for the clinic
- Duties as assigned by Lead Administrator or Interdisciplinary healthcare team

Education, Qualifications and Skills

- Diploma or certificate in Office/Business Administration or Medical Secretary program along with a minimum of 3-5 years' experience in a medical office setting
- High degree of accuracy and attention to detail
- Ability to work flexible work hours
- Excellent skills in communication, organization and information technology including proficiency in Electronic Medical Record (EMR) systems (preferably QHR Technologies Accuro), Windows, Microsoft Office (Excel, Word, Outlook and PowerPoint) and internet searches with a minimum typing speed of 45wpm
- Demonstrated ability to work independently and in a team environment
- Ability to welcome change and manage it innovatively in a fast paced, dynamic work environment
- Adhere to all policies and procedures of the Georgina NPLC including Occupational Health & Safety, IPAC, WHIMS, and PHIPA
- Current CPR/AED certificate
- Laboratory Technologist Certificate an asset or willing to take the program

Physical Demands

- Majority of time will be spent in direct administrative duties within the clinic
- Stocking of clinical suites
- Moderate: The position requires minimal physical effort and the workday comprises of roughly equal amounts of standing, sitting and walking, with frequent position changes.
- Travel within the community may be requested

Key Relationships and Interactions

Internal

- Lead Administrator and Clinic Director
- Interdisciplinary Professionals
- Collaborative physicians
- Functions as a member of the Georgina NPLC

External

- Patients

- Liaises with community agencies, other health providers and outside regulatory and accrediting agencies as required

Supervisory Responsibility

None

Remuneration

Salary Range: \$35,100 to \$42,510 per annum (\$18.00 to \$21.80 per hour)
Benefits: HOOPP pension and group benefits plan (for 0.6FTE and 1.0FTE)

Approved By:	Beth Cowper-Fung
Date Approved:	June 23, 2020
Reviewed:	June 23, 2020