**Job Description: Unit Clerk**

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1. **PURPOSE/OBJECTIVE:**

This position performs administrative and secretarial duties in support of the health care team and [patient/resident/client] care.

**2.0 JOB SUMMARY:**

The **Unit Clerk** is responsible for maintaining an orderly station and assisting health care staff by managing information flow and communication within the unit including between health professionals, department, [patients/residents/client], and families. The Unit Clerk provides clerical duties, medical transcription, and maintains unit operations. The Unit Clerk works closely with [patients/residents/clients], their families, the health care team, and employees of [Organization’s Name] spanning the continuum of care while adhering to [Organization’s Name] policies, process, safe work practices and procedures.

**3.0. FUNCTION:**

Provide administrative support and clerical services to promote safe, quality [patients/clients/residents] and family centered care as part of a team while reflecting the shared vision and values of [Organization’s Name] [legislation/ regulations/applicable standards].

**4.0 EDUCATION/MINIMUM REQUIRMENTS:**

**List the qualifications or minimum requirement as required for you organization and/or** **minimum timeframes if required such as:**

* Unit Clerk Certificate from a recognized training provider [inclusive of medical terminology and practicum component]
* High School diploma or equivalent.

**5.0 SKILLS/KNOWLEDGE**

**List the skills and knowledge as required for your organization such as:**

* Current Basic Cardiac Life Support
* First Aid certification
* Experience working with seniors in the community health services setting.
* Knowledge of Microsoft Office [Word, Excel, Power-Point, Windows XP, E-mail].
* Strong written and oral communication skills including fluency in medical terminology
* Ability to read, write and communicate in English
* Able to organize and manage files, tasks, schedules, and information
* Able to multitask, prioritize, and manage time efficiently.
* Ability to effectively work independently and within a team.

**6.0 Physical Requirements**

* Ability to meet the physical requirements including:
	+ Lifting up to maximum 15 lbs
	+ Carrying/transporting objects up to maximum 15lbs
	+ Bending, crouching, kneeling, reaching, stretching
	+ Pushing and pulling up to maximum 50 lbs
	+ Sitting for prolonged period of time
	+ Frequent walking covering long distances

**7.0. DUTIES AND RESPONSIBILITIES:**

**List the duties and responsibilities required for your organization in this role such as:**

* Greet and screen all visitors to [Organization’s Name] and direct all visitors to appropriate area, if required, referring inquires to [nursing/health care] staff.
* Handle incoming calls, voice messages and other communications.
* Create, maintain and verify the completeness of [patient/client/resident] records.
* Transcribe information such as health care team orders and instructions, dietary requirements, procedures, and medical information and records as required i.e. logs, record book, and forms.
* Provide administrative support, as required.
* Sort incoming mail and packages and distributing it appropriately.
* Filing and file maintenance.
* Maintain unit supply inventory by checking stocks to determine inventory level; anticipate needed supplies, planning and expediting orders for supplies; verifying receipt of supplies.
* Maintain and follow proper procedures and legalities in adhering to confidentiality and record keeping pertaining to [patient/resident/client], employee and organization data.
* Adhere to organizational policies, procedures, and relevant legislation, regulations and standards.
* Observe and report on changes in [patient/resident/client] condition(s) to appropriate individual(s).
* Respond to [patient/client/resident] and family, caregiver concerns and ensure appropriate action taken within decision making authority and or concern communicated to appropriate individuals [role within your organization for this position].
* Attend staff meetings as required and attend in services to develop knowledge and skills.
* Complete other duties as assigned.

**8.0. SAFETY RESPONSIBILITES**:

**List the safety responsibilities required for your organization in this role such as:**

* Comply with [Organization’s Name] Health and Safety policies and procedures, safe work practices and requirements of the Alberta Occupational Health and Safety Legislation.
* Take reasonable care to work safely and carry out duties as to not cause accidental injury to themselves, fellow employees or the general public.
* Immediately report all injuries, near misses or potential hazards to direct supervisor or alternate as appropriate.
* Aware of emergency response responsibilities and respond appropriately for role.
* Ensure all personal safety equipment (PPE) is being used properly; maintained and report defective or missing PPE to direct supervisor or alternate as appropriate.
* Meets infection prevention and control requirements by adhering to infection control guidelines and practices and procedures and additional precautions when required.
* Handle and dispose of hazardous materials according to WHMIS and organizational policies and guidelines.
* Seek, offer and accept assistance when required.
* Use equipment and supplies according to established standards and procedures.
* Maintain a clean and orderly work area.

Refrain from or participate in workplace harassment and/or violence.

**9.0** **Occupational Job Hazards (Note: Include High Hazards)**

**List the occupational job hazards (ensure that high hazards are included) for this role such as:**

* Transporting of carts and dollies can cause overexertion and exposure to pinch points which may result in strains, sprains or falls, and fingers or crushed limbs or hand.
* Obstructions in walkways, including cables, boxes, crates, bins, equipment can result in trips.
* Working with employees [patients/residents/clients] and in common areas may result in exposure to bacteria, fungi, viruses, bodily fluid increasing risk of acquiring illness and/or infection.
* Exposure to chemicals which could result in skin reactions or respiratory illness.
* Exposure to Electrical equipment, cords and outlets in common areas and [patients/residents/clients’] [units/suites/rooms] increase risk of exposure to burns and electrical shock.
* Sitting for prolonged periods of time, repetitive manual tasks, bending and reaching can increase forces on muscles and tendons contributing to fatigue or musculoskeletal strain.

**10.0. INTERNAL TRAINING REQUIRED:**

**The following training will be required and provided to any potential employee as part of orientation and on-going training.**

**[List any additional training that your organization would be providing as a requirement for the position] Examples could include the following:**

* General Orientation
* WHIMIS
* [Organization’s Name] **Unit Clerk** orientation program; including # of supervised shifts
* Site Specific training