



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Administrative Clerk	
Position Number	Community	Division/Region
67-15299	Fort Smith	Allied Health Services/Fort Smith

PURPOSE OF THE POSITION

The Administrative Clerk is responsible for providing expertise in customer service and client registration. This position is responsible for maintaining integrity of data in electronic patient information systems, meeting and greeting the public, and being the first point of contact for clients entering the Fort Smith Health and Social Services Health Center. The incumbent is also responsible for providing administrative and receptionist services for and assisting with the activities of other health programs in order to ensure safe, confidential and professional clinical services.

SCOPE

Located in Fort Smith and reporting to Regional Manager of Allied Health Services, the Administrative Clerk will work within the context of the vision and principles of the Northwest Territories Health and Social Services Authority (NTHSSA) and in accordance policies and procedures.

This position works within the federal and territorial legislation and policy framework, and carries out its responsibilities in accordance with the GNWT Acts, Statutes, Regulations, Directives, Policies; and the NTHSSA to effectively meet the needs of the clients served by the Fort Smith Region.

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health

services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA - Fort Smith Region is responsible for the effective delivery of Primary and Emergent Health Care and Social Services to approximately 2,500 residents of Fort Smith and the surrounding area. The Regional facilities include one type C Health Facility and a 28 Bed Long Term Care Facility.

RESPONSIBILITIES

1. Provides data entry, word processing services.

- MediPatient data entry for all encounters.
- Books appointments in the electronic medical record (EMR) for Physiotherapy, Occupational Therapy and Speech Language Pathology Program.
- Prepares new records and charts as required.
- Photocopying as required.
- Resident search (EMPI) for patient inquiry as required.
- Collects mail on daily basis.
- Maintains all charts, files, appointments and referrals.
- Answers all incoming calls and transfers to appropriate person.
- Completes and submit monthly statistics.
- Manages office supplies inventory and order additional office supplies in ORMED system as required.
- Minute-taker of bimonthly staff meetings.

2. Provides Reception and Information Duties as the first point of contact for patients.

- Provides accurate information to the public regarding services and programs offered, via phone or in person.
- Takes messages for appropriate person.
- Maintains a clean, safe, and organized environment.
- Maintains confidentiality of all written and verbal communications regarding patients and staff at the Health Center.
- Maintains a waiting list for the therapists.

3. General departmental duties as assigned by to ensure smooth communication and work flow to all areas of the department and health center for the end users.

- Assists in other areas as required by the regional manager.
- Creates new patient profiles as required in the electronic patient management systems.
- Enters all patient encounters into the electronic patient management systems.
- Books appointments for various program areas.
- Maintains schedules in electronic patient management systems.
- Validates all Health Care Numbers.
- Processes all necessary forms.
- Responds to telephone inquiries and direct phone calls.
- Prompt and accurate data entry of all patient medical documents.
- Assists the public with the completion of applications for Northwest Territories Health Care, Extended Health Benefits and Seniors Benefits.
- Provide clerical assistance to various departments as operational requirements permit.
- Prepares billing cards for non-insured services.
- Operates the paging system.
- Submits notification to Worker's Compensation Safety Commission (WSCC) as required on claims.

4. Maintains Filing System

- Maintains a filing system in accordance with accepted procedures of correspondence, administrative, and patient records.
- Retrieves files as requested (ex-residents) and prepare new files as requested.
- Files charts away at the end of day and organize charts for the next day.
- Works with medical records department to ensure paper charts are available when required.
- Tracks "no show", cancellations, and reschedule appointments in the electronic scheduling system.
- Scans and links documents as required to the appropriate electronic medical record.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of a computerized patient management system, word processing and excel spreadsheets.
- Knowledgeable of office procedures and other health related policies and procedures including patient records, administrative and other support.
- Knowledge of the culture and traditions of Northern Peoples from the community of Fort Smith.
- Skills and ability to work in a cross-cultural environment.
- Ability to recognize and support the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- Ability to operate standard office equipment and computer programs with proficient data entry skills.
- Organizational, communications, interpersonal and analytical skills.

Typically, the above qualifications would be attained by:

The successful completion of a certificate in Office Administration supplemented with 2 to 3 years of related experience.

Knowledge of Medical Terminology, MediPatient Scheduler and Wolf EMR would be an asset.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements

Within the Fort Smith Region, all employees must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Safety Mask Fit testing
- WHMIS
- Basic CPR

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Aboriginal language: To choose a language, click here.

Required

Preferred