

Closing Date: MAY 26, 2020 at 0900H

POSITION AVAILABLE – Unit Clerk/Scheduling
EMPLOYMENT OPPORTUNITY – CASUAL
WAGE RATE - Dependant on Qualified Experience

JOB SUMMARY: The Unit Clerk is responsible for providing overall administration and clerical support to the Nursing Care Team. Strong customer service skills focusing on promoting positive working relationship with Residents, families and co-workers.

RESPONSIBILITIES:

- Greet Residents and visitors at the desk in a friendly, courteous manner. Present a positive image at all times while directing Residents, visitors and staff to appropriate areas. Make all Residents and visitors feel welcome and cared for.
- Assist Care Management with the admission process. Assemble Resident chart. Place labels and forms on the chart. Enter demographic information in the “Point Click Care” system.
- Assure that current family information is recorded in the Resident chart.
- Coordinate discharge/transfer of Residents. Prepare medical record for discharge.
- Notify department of admission and discharges to enable follow through duties of other departments.
- Answer the telephones efficiently and courteously; relay messages and calls to appropriate personnel and Residents; relay information to other departments as needed
- Coordinate activities of other departments of Nursing. Note departure and return of Residents to and from the facility.
- Complete order forms for needed equipment or supplies from approved vendors. Place nursing orders every week.
- Maintain chart and medical records in an orderly manner. Keep charts supplied with needed forms and make sure all forms have the Resident label attached.
- Complete lab and x-ray requisitions weekly and as needed.
- Two days prior to each month end, replace appropriate forms into the Resident Family binder.
- Make appointments for Residents, outside medical and dental visits and arrange for transportation by family, DATS or inter-hospital transfer.
- Manage emergency 911 requests, including contacting EMS, completing forms, photocopying chart, MARS, Level of Care (GOC), etc.
- Scheduling of Nursing staff incl replacement of staff vacancies, vacation coverage, and shift trades, etc. Printing of daily staff schedules and maintenance of Nursing master rotations.
- Schedule and confirm Resident Care Conferences. Email the schedule to the Leadership Team.
- Advise the RN/LPN when a physician or specialist is “on rounds” or visiting the Care Centre.



- Code sections AA & BB of MDS assessment and enters appropriate information at time of admission to complete face sheet for each resident's electronic health care record.
- Obtain residents photograph on admission and on a regular basis to update and load to Point Click Care and on medication cart pill porters.
- Print wound management photographs and place on resident's health care record
- File and maintain the discharged health records.
- Update podiatrist list, maintain podiatrist appointment. In the Nursing Communication Books, provide a reminder of the date of the podiatrist visit.
- Thin, maintain and update the Nursing Communication Book, Resident In/Out Binder and Resident Label Binder.
- Deliver mail to the Residents every afternoon.
- Assist Director of Care and Resident Care Manager(s) with data collection for Quality Improvement. Prepare correspondence, policies and procedures, directives for the Leadership as requested.
- Keep Nursing Station areas clean, tidy and free of clutter
- Ensure that Resident personal clothing that requires labeling is placed in a clear bag and sent to the laundry. Attach a Resident label to the bag.
- Stock needed clerical supplies and forms in designated areas.
- Attend all Nursing Staff Meetings. Prepare agenda and minutes of the meeting. Post for communication. Provide electronic copies of the minutes to the necessary Management.
- Other assigned duties.

QUALIFICATIONS AND EDUCATION:

- Completion of a Unit Clerk Certificate and/or Diploma, from an accredited educational institute or related experience.
- Completion of a Medical Receptionist Certificate or Diploma from an accredited educational institute
- Asset with knowledge of MDS/InterRai
- Intermediate computer skills, including Outlook, Word and Excel
- **Prefer at least two years of prior experience as a Unit Clerk in a long-term care is preferred**
- Prior work or volunteer experience working with seniors is preferred
- Must be an individual who enjoys working in a fast-paced setting
- Good verbal and written communication skills are essential
- Must be able to maintain a high degree of accuracy under stress
- Must have excellent time management skills and the ability to meet deadlines

Working conditions and Physical Environment:

- Works in clean, well lighted, heated and air-conditioned area
- Exposure to unpleasant sights and smells. A moderately low risk for exposure to infectious diseases.
- Meal and coffee breaks may be delayed and interrupted at times.



Physical Demands:

- May be required to sit for a long period of time.
- Normal speech, vision, hearing are necessary
- Must be physically able to lift up to 25 lbs.
- Sitting 70%, Standing 5%, Walking 20%

Other:

- Demonstrates an awareness of accident and injury prevention
- Adheres to safe work practices and procedures
- Promotes and fosters our workplace Health and Safety Program for a safe environment for co-workers, Residents, families, Visitors and volunteers
- Responsible for maintaining self-wellness and reduced absenteeism
- Promotes, encourages and demonstrates excellent customer relations and consistently shows courtesy, caring, understanding, compassion and respect for Residents, Families, Visitors, co-workers and Volunteers

HEALTH AND SAFETY RESPONSIBILITIES:

- Responsible to read, understand and comply with PPSL's and provincially-mandated Occupational Health and Safety policies and safe work practices.
- Involved in all aspects of the Health and Safety Program including:
 - Uses safe work procedures,
 - Promotes health and safety policy and awareness,
 - Makes safety suggestions.
 - Reads OHS minutes posted.
- Responsible to take every reasonable precaution to protect the safety of Residents, self, other workers and the general public.
- Reports any near miss, injury, and accident or equipment damage to supervisor immediately and completes required reports.
- Corrects and/or reports unsafe conditions.
- Sets a good example.

SKILLS AND ABILITIES:

- Ability to communicate fluently in English, both verbally and in writing.
- Demonstrated organizational, communication, and conflict resolution skills required
- Must be able to establish and maintain cooperation with all personnel and maintain harmonious relations with clients and families.
- Physical ability to carry out the duties of the position
- Must be able to work in many varied stressful situations
- Must be able to work independently and as part of a team
- Ability to operate related equipment.
- Must have a Criminal Records check completed.



Physical Demands:

The Administrative Assistant position requires a significant amount of lifting, walking, reaching, bending, pushing, standing and sitting. . In an average day the employee spends 2 to 6 hours sitting. Lifts a maximum of 30 lbs. Must be able to manage stressful work situations with dexterity.

Health and Safety Risks – Environment

Physical: Strain on shoulder, neck and back.

Environmental: Draught, dust exposure, working alone situation.

Chemical: Equipment cleaners minimal

Biological: Exposure to communicable diseases (e.g. colds, influenza, GI issues)

Radiation: Minimal

APPLY TO

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A CURRENT AND CLEAR CRIMINAL RECORDS CHECK IS REQUIRED FOR ALL NEW EMPLOYEES