

Position Summary

Position Title: Client Coordinator

Reports to: Program Director

Revision Date: September 2020

Summary:

The Client Coordinator provides support for Quest Community Health Centre. This position plays a vital role in ensuring effective coordination of client care, including linking clients to resources. It also provides administrative support and reception, greets clients, schedules appointments/tests, drafts correspondence/referrals and maintains electronic charts and files.

Key Objectives:

1. Working in an inter-disciplinary team, the Client Coordinator will provide service delivery to support crisis stabilization on a short term basis.
2. Provide a welcoming, supportive environment and act in a courteous and professional manner. Respect and value the diversity of individuals and the community.
3. Preserve, maintain and respect confidentiality of client and staff information.
4. Schedule and confirm medical appointments, including referrals, and receive and communicate messages for Primary Care staff, clients and Referral Services.
5. Maintain document management and distribution systems and manage inventory of forms and supplies.
6. Prepare, key in, edit, proofread and monitor medical records, reports, articles, case histories and correspondence from machine dictation, shorthand and handwritten notes using computers. Accurately label documentation such as charts, billing sheets, requisitions, referrals, and test results.
7. Enroll clients and complete appropriate documentation.
8. Monitor waiting room activity while optimizing treatment room utilization.
9. Support infection control procedures, such as screening clients and pandemic planning initiatives.
10. Ensure requests for documentation are processed in accordance with privacy legislation.
11. Collect and organize data for research and reporting purposes.

12. Answer and direct telephone calls.
13. Support and participate in orientation and training of staff, volunteers and student placements.
14. Provide input for development of strategic plans as required and attend and participate in staff meetings and special projects or other duties as assigned.
15. Meet organizational standards pertaining to quantity and quality of work performed. Comply with applicable policies, regulations and legislation identifying any areas of non compliance.
16. Participate in, and comply with, all health and safety processes and initiatives to ensure the organization remains a safe workplace.
17. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
18. Develop and maintain strong ties to other professionals and community members.
19. Maintain and develop professional competence through training or appropriate continuing education.
20. Other duties may be assigned as required.

Qualifications:

Education

- Secondary school Diploma or equivalent GED Certificate.
- Medical Secretary Certificate or equivalent combination of education and relevant work experience.

Experience

- Experience working in interdisciplinary team with clients with mental health, addiction and concurrent disorders.
- 2 to 4 years of related experience in a community-based health care setting.

Skills and Abilities

- Working knowledge of medical terminology and proficiency in the use of computer software such as Microsoft Office and electronic medical records such as PS Suites.
- Knowledge of local community resources and referral processes.
- Knowledge of the Community Health Centre model of care is an asset.
- Awareness of, and sensitivity to, the health issues of the community.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to priority populations.
- Ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset.

- Ability to function independently in potentially difficult situations and the ability to decide which presenting conditions are a priority.
- Ability to deal with disruptive behaviour and manage crises.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with a multi-disciplinary team, clients and service providers.
- Ability to problem-solve and apply sound judgment.

Conditions of Employment

- Valid Ontario Driver's License, access to a reliable vehicle and a Police Reference Check are required.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCi).
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronic Documents Act (PIPEDA).
- Maintain and develop professional competency through training or appropriate continuing education.

Physical Demands

The position requires sitting at a desk requiring sufficient mobility to allow sitting, standing and twisting from a seated position to reach office equipment. Movement from front desk to offices and operatories, occasionally lifting 10-25 pounds may be required.

Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed primarily in a health care setting, and occasionally in an office setting. This includes work in a clinic environment as part of a team coordinating care for a population of patients.

The candidate must be able to work varying work schedules, including evenings, and in multiple work locations.

We are committed to workplace equity and diversity, and encourage submissions from equity-deserving groups who identify based on ability, cultural background, race, sexual orientation and/or gender.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____