

Position Summary

Position Title: Client Coordinator, Urgent Service Access Team

Reports to: Program Director

NOC Code: 1243

Revision Date: April 2013

Summary:

The Client Coordinator provides support for Quest CHC and the Urgent Service Access Team (USAT). 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 USAT 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 health 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. Register 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, evaluation 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. Attend and participate in staff meetings and special projects and 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 continuing education.

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 an 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.

Knowledge

- Knowledge of local community resources and referral processes.
- Knowledge of the Community Health Centre model of care is an asset.

Skills and Abilities

- Working knowledge of medical terminology. Proficiency in proof reading, typing and use of various computer software applications including MS Office Suite of programs.
- Awareness of and sensitivity to community health issues.
- 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 crisis situations and the ability to decide what presenting conditions are a priority.
- Ability to effectively manage disruptive behaviour and de-escalation.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with other community based agencies.
- Ability to problem-solve and apply sound judgment.
- Proficiency in the use of computer software/electronic medical records/Purkinje, DATIS, etc.

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).

Working Conditions

The duties of this position are performed in a variety of community settings and service delivery location, such as community agencies, hospitals, methadone clinics, shelters, drop in centres, and client's homes. This includes work in a clinic environment as part of a team coordinating care for a population of patients.

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

Employee Signature: _____ **Date:** _____

Vacant

Supervisor Signature: _____ **Date:** _____