

Position Summary

Position Title: Client and Program Support

Reports to: Program Director

Revision Date: April 2025

Summary:

The Client and Program Support staff person provides secretarial and administrative support for Quest CHC. 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 by performing duties such as greeting clients, scheduling appointments/tests, drafting correspondence/referrals and maintaining electronic charts and files.

Key Objectives:

1. Provide welcoming, supportive environment acting in a courteous and professional manner. Respecting and valuing the diversity of individuals and the community.
2. Preserve, maintain and respect confidentiality of client and staff information.
3. Schedule and confirm medical appointments, including referrals, and receive and communicate messages for medical staff, clients and patients.
4. Maintain document management and distribution systems and maintain inventory of forms and supplies.
5. 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.
6. Offer enrollment to clients, complete appropriate documentation,
7. Monitor waiting room activity, while optimizing treatment room utilization,
8. Support infection control procedures, such as screening clients, pandemic planning initiatives,

9. Ensure requests for documentation are processed in accordance with privacy legislation,
 10. Collect and organize data for research and reporting purposes,
 11. Answer and direct telephone calls,
 12. Contribute to activities related to selection, orientation and training of staff, volunteers and student placements,
 13. Develop and maintain strong ties with other professionals and community members,
 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 noncompliance,
 16. Promote the mission, vision, values and philosophy of care developed by Quest CHC,
 17. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace,
 18. Other duties as required.
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Qualifications:

Education

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

Experience

- Experience related to a community based health care setting.
- Experience in working with hazardous chemicals and materials and associated preventive measures outlined/required by product Safety Data Sheets and WHMIS

Skills and Abilities

- Awareness of and sensitivity to the health issues of the community.
 - Ability to provide compassionate, respectful, non-judgmental and culturally competent care to the disenfranchised and primary populations.
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- Ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset.
- Working knowledge of medical terminology. Proficiency in proof reading, typing and use of various computer software applications including MS Office Suite of programs.
- Ability to deal with disruptive behaviour and crises management.
- Ability to communicate effectively in English both verbally and in writing.
- Ability to problem solving and apply sound judgment.
- Proficiency in the use of computer software/electronic medical records such as PS Suites.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- 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 Electronics Document Act (PIPEDA).
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCi).

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, giving and receiving 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 with frequent demands and exposure to potentially infectious diseases. This includes work in clinic environment as part of a team coordinating care for a population of clients. Multiple work locations and a variety of hours to be worked may be a part of regular working conditions.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Employee Initials