



Position Summary

Position Title: Client and Program Support

Reports to: Program Director

Revision Date: August 2024

Summary:

The Client and Program Support provides administrative support, coordination, assistance to special projects, and back up to the Client Coordinator position.

Key Objectives:

1. Provide administrative support to the Community Health Centre and the Program Director.
2. Data entry to support evaluation activities as well as to support the production of reports which support quality initiatives etc.
3. Provides routine back up to the Client Coordinator position.
4. Participate in special projects such as developing procedure manuals and orientation activities.
5. Perform general administrative duties as assigned.
6. Participate in and share responsibility for the on-call coverage offered by Quest CHC.
7. Provide input for development of strategic plans and attend and participate in staff meetings and special projects as assigned.
8. Participate in, and comply with, all health and safety processes and initiatives to ensure the organization remains a safe workplace.
9. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
10. Develop and maintain strong ties to other professionals and community members.
11. Meet company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in compliance with Ministry and CHC policies, procedures, legislation, regulation and directions, and identify non-compliance for resolution.
12. Maintain and develop professional competence through training or appropriate continuing education.

14. Other duties may be assigned as required.

Qualifications:

Education

- Successful completion of post secondary education Medical office support, or a related discipline.

Experience

- 1 to 3 years of related experience.
- Experience supporting individuals without a healthcare provider who are also experiencing mental health, addictions or concurrent disorders, street-involved populations (homeless, under-housed, sex trade workers), isolated seniors, sexually and gender diverse populations (2SLGBTQ+), at-risk children, youth and families.
- Experience working with interdisciplinary teams is an asset.
- Experience in working with hazardous chemicals and materials and associated preventive measures outline/required by product Safety Data Sheets and WHMIS

Skills and Abilities

- Awareness of, and sensitivity to, the health issues of the community.
- Familiar with Community Health Centre model of needs and wellbeing.
- Strong interview skills and 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 what presenting conditions are a priority.
- Ability to deal with disruptive behaviour, crisis management and de-escalation.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with multi-disciplinary team, clients and service providers.
- Ability to problem-solve and apply sound judgment.
- Proficiency in the use of computer software such as Microsoft Office and electronic medical records such as PS Suites.
- Knowledgeable with resources within the community and methods of access.
- Knowledge of principles, methods, practices and legislation related to medical office administration.
- Strong organizational and time management skills to handle multiple assignments and changing priorities.
- Ability to perform in an environment with frequent interruptions and short deadlines.
- Highly motivated, well-organized and flexible to adapt to various situations.

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 fine motor movements and gripping, handling and/or lifting 10-25 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

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 both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

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: _____