



Position Summary

Position Title: SAWHP Client Coordinator

Reports to: Program Director

Revised: January 2025

Summary:

These described duties are accomplished as part of an interdisciplinary team of professionals whose objectives are to provide primary health care and follow-up for Seasonal Agricultural Workers Health Program (SAWHP) during clinic and through outreach to farms.

The Client Coordinator provides administrative support and reception, greets clients, schedules appointments/tests, drafts correspondence/referrals and maintains electronic charts and files.

Key Objectives:

1. Act as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures for the benefit of improvement to the delivery of health care services for SAWHP.
2. Participate in activities required to ensure the clinic is fully equipped, adequately supplied and meets infection control standards and that controlled substances are monitored and accounted for.
3. Develop and maintain strong ties to other professionals and community members.
4. Provide input for development of strategic plans, and attend and participate in staff meetings and special projects as assigned.
5. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
6. Participate and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
7. Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations and legislation identifying any areas of non-compliance.
8. Maintain and develop professional competence through training or appropriate continuing education.

9. Provide welcoming, supportive environment acting in a courteous and professional manner. Respecting and valuing the diversity of individuals and the community.
 10. Preserve, maintain and respect confidentiality of client and staff information.
 11. Schedule and confirm medical appointments, including referrals, and receive and communicate messages for medical staff, clients and patients.
 12. Maintain document management and distribution systems and maintain inventory of forms and supplies.
 13. 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.
 14. Offer enrollment to clients, complete appropriate documentation,
 15. Monitor waiting room activity, while optimizing treatment room utilization,
 16. Support infection control procedures, such as screening clients, pandemic planning initiatives,
 17. Ensure requests for documentation are processed in accordance with privacy legislation,
 18. Other duties may be assigned as required.
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Qualifications:

Education

- Secondary school Diploma or equivalent GED Certificate.
- Medical Secretary Certificate or equivalent combination of education and relevant work experience.
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCi).

Experience

- 1 to 3 years' experience working with in an interdisciplinary team in a community, hospital and or long-term care environment.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCi).

- 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.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to the disenfranchised and primary populations.
- 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 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.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____