
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical
Grid: 21

Class Series: Admitting
Class Title: Clerk V, Admitting

I. Level Definition

Positions at this level supervise three to ten designated admitting staff and schedule and book out-patient appointments for an outpatient area such as Radiology, Physiotherapy.

II. Typical Duties

1. Supervises three to ten designated admitting staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Schedules and books out-patient appointments for an out-patient area such as Radiology or Physiotherapy by receiving appointment requests, making follow up appointments, adjusting arrangements in accordance with patient and facility requirements and assigning to the appropriate time, date and location.
3. Contacts appropriate area such as physician's office, patient, nursing unit to confirm appointments.
4. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12 and three years' recent related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 45 w.p.m.
- (ii) Knowledge of medical terminology.
- (iii) Ability to communicate effectively both verbally and in writing.
- (iv) Ability to deal with others effectively.
- (v) Physical ability to carry out the duties of the position.
- (vi) Ability to supervise.
- (vii) Ability to organize work.
- (viii) Ability to operate related equipment.