

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON PARAMEDIC SERVICES DIVISION – LOCATION – 489 VICTORIA AVE. N.)

DATA CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Program Manager/Commander, Quality Improvement & Regulatory Affairs (QIRA), performs data input and retrieval duties within regulated time frames to maintain departmental databases. Maintains confidential paper based and computerized files in accordance with established records retention protocols. Inputs data, creates files, and performs clerical, administrative and scheduling duties associated with the overall operations of the Division.

GENERAL DUTIES

Organizes administrative processes to assist Program Manager/Commander, QIRA and Supervisors in all matters pertaining to the efficient operations of the Division.

Receives work from the Paramedic Service Data & Records Coordinator.

Performs data entry functions and tracks incoming and outgoing files using various computerized, manual tracking and enquiry systems, generates computer printouts.

Enters data into the Ministry of Health and Long Term Care Human Resources Inventory database.

Maintains confidential computerized databases such as patient complaints, patient surveys, external customer satisfaction and training files in accordance with established record retention protocols.

Maintains the Continuing Quality Improvement (CQI) database by tracking and ensuring completion of mandatory legislated documents.

Maintains Quality Review and Operational Review databases for investigations, Occupational Health & Safety concerns, vehicle collisions and recognition files.

Runs reports from existing databases at the request of management. Creates reports by querying data and bringing information together from various sources. Prints the reports and verifies the data.

Compiles and updates statistics as required.

Assumes responsibility for maintenance issues, for both equipment and offices by managing the related information schedules, documentation required, and ensuring that problems not within the data clerk span of responsibility are directed for resolution to the appropriate individual(s).

Performs inventory control procedures and maintains all records related to Base Hospital requirements including equipment and supplies.

Processes all incoming mail by sorting and distributing as appropriate, maintaining confidentiality when necessary to do so.

Creates various forms and types correspondence.

Sorts and orders various departmental documents. Photocopies and faxes various documents and forms when

requested to do so.

Maintains office filing system such as confidential files, records, correspondence, reports, journal articles and forms.

Receives and answers routine inquiries from the public, clients and staff. Receives and redirects calls to appropriate supervisors, and management staff appropriate to the circumstance.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office experience normally acquired through a combination of education and relevant work experience. Working knowledge of MOHLTC Ambulance Act and related documentation standards preferred.
2. Demonstrated intermediate knowledge of Microsoft Office (Microsoft Outlook, Word, Excel and Access). Previous knowledge and experience working with databases. Experience with FDM, MOHLTC HRI an asset.
3. Demonstrated ability to input, retrieve and manipulate data at an acceptable speed. Able to create reports by bringing information together from various sources.
4. Excellent keyboarding and data entry skills, numeric sense, organizational skills and time management.
5. Must be well organized and able to perform within tight deadlines set by outside sources.
6. Ability to accurately and quickly convert information from written, typed or printed documents into various databases.
7. Experience working with scheduling software/programs preferred.
8. Preference given to those with experience working in emergency services, with an emphasis on emergency medical services.
9. Knowledge of the Municipal Freedom of Information and Protection of Privacy Act. Working knowledge of relevant health statutory requirements. Experience with accreditation processes including systematic handling of all documents preferred.
10. Demonstrated knowledge of quality assurance practices. Must be able to maintain a high level of confidentiality.
11. Ability to work effectively with external stakeholders, professional and managerial staff.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
