

## CITY OF HAMILTON

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**  
**(PUBLIC HEALTH SERVICES - EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE CONTROL DIVISION**  
**- VACCINE PROGRAM - LOCATION – ROBERT THOMSON BUILDING, 2<sup>nd</sup> FLOOR)**

**DATA SUPPORT CONTROL CLERK - CUPE 5167**

**SUMMARY OF DUTIES**

Reports to the Supervisor and Program Manager, Vaccine Program. Inputs immunization record information and creates Mass Immunization Events on a Ministry of Health and Long Term Care (MOHLTC) database received from multiple sources e.g. faxes, mail and by telephone. Maintain confidentiality of client records. Works with staff from infectious disease and surveillance programs, physician's offices, and persons from the community. Supports the processes as outlined in the Day Nurseries Act and the Immunization of School Pupils Act. Generate summary reports. Carries out filing responsibilities and receives and responds to telephone inquiries. Opens, sorts, prepares and distributes mail and faxes.

**GENERAL DUTIES**

Complies with Health Protection and Promotion Act and The Personal Health Information Protection Act.

Inputs immunization data into a Ministry database received from multiple sources e.g. faxes, mail and by telephone. Follows strict guidelines for entry to maintain accuracy.

Inputs and retrieves data from MOHLTC database as requested.

Works with the designated Program Manager(s) to provide orientation and ongoing training support to Vaccine Program staff to develop core competencies in use of the Panorama application. Supports needs of program manager to ensure understanding of the Panorama application and correct interpretation of reports.

Assists with processing and entering imported data from school boards. Runs reports to identify duplicate records and merges record appropriately. Works with the school board's IT support as necessary to ensure board import is acceptable to Panorama system.

Participates in the screening process of immunization records for school age children and children in licensed child care centres. Maintains records related to screening of immunization records of school age children and licensed child care centres.

Provides information to customers in person and on a phone queue line to determine need and provides information as required and able as per policy.

Prints individual immunization records for the purposes of identifying individual needs in the event of a communicable disease outbreak.

Books client immunization appointments

Maintains office filing system of confidential client records.

Opens, sorts and distributes mail and faxes

Assist with clinics at schools during outbreaks and mass immunizations as required.

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. Demonstrated business office experience normally acquired through a combination of education and relevant work experience.
2. Experience working in a computerized environment. Working knowledge of Microsoft Office Suite (Microsoft Outlook, Word, and Excel). Demonstrated ability to input data with speed and accuracy.
3. Ability to efficiently perform all above-noted duties with specialization in database management.
4. Knowledge of computer technology in order to manage and maintain a database specific to vaccine records
5. Demonstrated ability to communicate effectively with office and divisional staff. Have strong, effective team skills to support the work of the team.
6. Must be able to follow direction to complete work independently with minimal supervision.
7. Must be able to manage multiple assignments/tasks at the same time and meet deadlines.
8. Must have a pleasant courteous manner and demonstrate excellent customer service skills.
9. Must have a good knowledge of Business English and office procedures.
10. Problem solving and workload prioritization skills.
11. Previous experience working in a multi-disciplinary team is an asset

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

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