

CITY OF HAMILTON

PUBLIC HEALTH SERVICES

(CLINICAL & PREVENTIVE SERVICES DIVISION – SEXUAL HEALTH PROGRAM - LOCATIONS – DOWNTOWN, MOUNTAIN, DUNDAS, WATERDOWN & EAST END)

SEXUAL HEALTH CLINIC RECEPTIONIST - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Sexual Health Program, performs a variety of clerical duties to maintain efficient operations of the Sexual Health Clinics. The Sexual Health Clinic Receptionist works in a busy, highly confidential walk-in clinic setting with physicians, nurse practitioners and public health nurses. Sexual Health clinics provide services that include low cost contraceptives, testing, treatment and education for sexually transmitted infections.

GENERAL DUTIES

Assists in the operation of the clinics e.g. registering clients on electronic medical records, scheduling follow up appointments, maintaining flow of clients to see the health care providers.

Effectively works on a multidisciplinary team of physicians, nurse practitioners and public health nurses.

Ability to travel to any clinic location throughout the city as needed.

Requisitions and maintains an inventory of supplies for four locations. Follows through on delivery dates to ensure no disruption in service. Distributes supplies to individual locations, ensuring adequate stock levels are maintained.

Maintains medical supplies as required.

Processes correspondence of a general and confidential nature e.g. letters/faxes/referrals to clients/physicians.

Receives payments for medications, records and issues receipts, balances cash and bank deposits.

Compiles statistics for the clinic.

Prepares a variety of forms including laboratory reports and physician time sheets.

Schedules pick-up and delivery of laboratory specimens.

Performs other duties as assigned which are directly related to the responsibilities of this position.

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.

QUALIFICATIONS

1. Previous experience in a clinic/medical setting related to duties listed above normally acquired through a combination of relevant work experience and education.
2. Highly developed customer service and interpersonal skills. Proven ability to deal with people in a difficult situation while maintaining confidentiality, tact, and patience.
3. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel).

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure