

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HEALTHY FAMILIES DIVISION – FAMILY HEALTH - LOCATON – 110 KING ST. W., ROBERT THOMSON BUILDING, 2nd FLOOR)

HCD-ISCIS ADMINISTRATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Program Manager, Family Health of the Healthy Babies, Healthy Children (HBHC) Program, the Healthy Child Development (HCD) – Integrated Services for Children Information System (ISCIS) Administrators work with HBHC/NFP (Nurse Family Partnership) program managers, Public Health Nurses (PHN) and the ISCIS Specialist to achieve compliance with the HBHC program protocol as required by the Ministry of Children and Youth Services (MCYS), as well as the program requirements as defined by the NFP Service Agreement. Client screens serve as an entry point for services received through the Family Health Division. The HCD – ISCIS Administrators receives and processes HBHC client screens in the HCD ISCIS database and provides HBHC/NFP program support/service delivery tasks; also recorded in HCD-ISCIS by the Administrators. The HCD-ISCIS Administrators enters clients new to HBHC/NFP into OSCAR; documents client-related support tasks and maintains the IDA schedule in OSCAR.

GENERAL DUTIES

Receives 5,000 postpartum (3,000 electronic screens through BORN and 2000 screens through hard copy), 1250 prenatal and 500 early childhood HBHC client screens annually and initiates new client records or activates discharged records in HCD-ISCIS following strict client identification processes to initiate service delivery by PHNs.

Works collaboratively with Liaison PHNs, hospital staff and community professionals to ensure screens are complete and conclusive. Verifies client information when needed and effectively problem solves through errors in screen transmission.

Enters HBHC/NFP client demographic data into OSCAR which is used to document services scheduled/received from the Family Health Division. OSCAR client file numbers are recorded in HCD-ISCIS.

Scans hard copy documents into clients' OSCAR records when received.

Receives and responds to a large volume of ongoing daily requests from PHNs to assist with sharing time-sensitive client data with community professionals/agencies by fax such as Child Protection Reports, Family Updates and referrals to community programs. Accesses PHN reports in HCD-ISCIS or OSCAR, prints reports and fax cover sheets. Completes fax process according to program guidelines and updates the PHN interaction in HCD-ISCIS or OSCAR, indicating that the transmission was successful.

Receives and responds to requests from Health Connections to complete mail outs, files hard copy documentation and retrieves new hard copy HBHC screens for inputting.

Maintains HBHC/NFP program materials including inventory of client resources, promotional packages for hospital cohort, graduation materials, hard-copy assessment forms and packages; program equipment used by hoteling HBHC/NFP PHNs (weight scales, cameras, portable thermal/photo printers, LCD, PIPE Kits, etc.)

Receives and processes CI/CT requests and invoices according to established policies and procedures.

Responsible for ensuring high quality data entry in HCD-ISCIS in compliance with the HBHC Service Agreement (MCYS). Works collaboratively with the HCD-ISCIS Specialist to ensure that data entry is consistent and accurate. Errors are identified and corrected in a timely manner.

Coordinates HBHC service delivery schedules (in-depth assessment home visits, hospital liaison, with risk calls and health Connection Phone line) for program staff including back up schedules. Responds to staff illness/absences by ensuring service delivery requirements are covered. Documents coverage and/or cancellations in HCD-ISCIS and OSCAR.

Develops and maintains the service delivery appointment schedule in OSCAR for clinical services including IDA home visits, breastfeeding clinic appointments and breastfeeding home visits.

Participates in training by the HCD-ISCIS Specialist to stay current with numerous new HCD- ISCIS releases annually and implements data entry process changes when required by MCYS.

Participates in MCYS-directed pilot projects intended to improve the efficiency, quality and effectiveness of screening and data entry processes.

Performs secretarial and clerical duties, such as minute taking, mail outs, opening, date stamping and sorting incoming mail / client documentation before filing in staff folders or client records. Informs PHNs when client materials are unsuccessfully delivered.

Adheres to interim records handling guidelines, maintains hard copy filing system which includes new referral log sheet for hard copy screens, files HBHC/NFP hard copy records, reports and other communication, sends discharged records to cold storage. Maintains high degree of attention to privacy policies and flags risks for breaches to a program manager when identified.

Maintains NFP referral waitlist including creating NFP referral file folders, updating referral log sheet, preparing and sending waitlist letter and NFP information package to waitlist clients and documenting activity on ISCIS.

Accesses NFP program client materials from secure NFP Canadian and National Service Office (NSO) web-sites. Arranges for ongoing supply of current materials and assembles into NFP client binders. Stays current of NFP guideline changes, updates program materials as required. Maintains supply of NFP printed documentation forms.

Complies with or assists in the compilation of statistical information for NFP reports.

Maintains security of NFP print and on-line program materials to ensure access limited to those covered through NFP Service Agreement.

Attends all team meetings and participates in discussion regarding program processes and support needs.

Assesses and organizes daily workload, supporting NFP ISCIS Administrator to ensure both HBHC and NFP program requirements are met on a daily basis.

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 responsibilities of this position.

QUALIFICATIONS

1. Previous business office administrative experience or combination of secretarial/administrative courses and relevant work experience.
2. Previous experience or specialization in database management (HCD- ISCIS experience preferred).
3. Preference will be given to those with experience and competence t in OSCAR data entry (or equivalent EMR system).

4. Proficiency in Microsoft Office, Word and Excel operations, able to input data at an intermediate level with a high degree of accuracy.
5. Previous experience in the routine operation of a business office.
6. Must have a good knowledge of Business English and office procedures.
7. Problem solving and workload prioritization skills.

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

* * * * *