

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON PARAMEDIC SERVICE DIVISION – MOBILE INTEGRATED HEALTH SECTION - LOCATION – 489 VICTORIA AVENUE NORTH)

COMMUNITY PARAMEDIC CLERK - CUPE 5167

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reports to a Mobile Integrated Health Supervisor or Manager, the Community Paramedic Clerk provides a range of administrative, clerical and financial business duties to support the operations of the Hamilton Paramedic Service Division. The Community Paramedic Clerk provides direct service to clients to support their journey to receiving the right care, at the right time and in the right place. The Community Paramedic Clerk works with a minimum of supervision on multiple activities while ensuring deadlines are adhered to and established procedures followed.

GENERAL DUTIES

Performs office administration functions that include scheduling/arranging meetings, appointments and attending meetings to transcribe minutes. Creates and word processes a variety of forms, statements, medical documents (Medical Orders and Directions, etc.), reports, proposals, pamphlets, PowerPoint presentations and other types of correspondence.

Sorts and processes mail, maintains office filing system for confidential client files, records, correspondence and forms.

Responds to enquiries at reception/phone (general inquiries/team line) and through email. Engages with individuals involved with the Community Paramedic Program, both via phone and electronically identify patients needs and triage to the appropriate internal/external support for resolution.

Accepts patient referrals for services offered by the Mobile Integrated Health section and processes service request appropriately.

Seeks guidance as needed from other colleagues/external partners providing support to the individual. Acts as a public relations liaison with the general public, participants, patients, staff, and community agencies/organizations.

Processes incoming and outgoing communications (verbal, written, electronic) by prioritizing and referring to the appropriate person in an efficient and timely manner.

Escalates cases that require worker review; ensures referral is made in a timely manner.

Updates and maintains distribution lists such as City of Hamilton agency contacts.

Creates and maintains records such as attendance and vacation for Divisional staff; participant absence records.

Creates, establishes and maintains a tracking and monitoring system for reports, data, contracts, log of assignments/directions/cancellations.

Ensures timely processing of cheque requisitions, payment runs for vendors, expense claims and reviews of same for accuracy of descriptions and other variables e.g. account numbers, availability of funds to ensure procurement policies are followed.

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

Reconciles and monitors recoveries from various Programs by reviewing PeopleSoft and follows up with staff/Management for any discrepancies. Prepares data for monthly submission to recover program monies from Ministry. Receives, records and inputs cheques received and reconciles in PeopleSoft.

Reviews purchases made to ensure accuracy in transaction listings. Under the direction of Supervisor/Manager, investigates discrepancies and submits journal vouchers. Calculates and monitors outstanding arrears owing to the City of Hamilton as required.

Populates/searches information in MIH program computer databases (e.g. iMedic, Prehos, RedCAP, Future Health Services, Clinical Connect, Health Partner Gateway and Integrated Decision Support (IDS) etc) scheduling tools, MS 365 Apps (e.g. Outlook and Excel) on the City computer system.

Orders supplies and tracks inventory.

Collects and compiles data/statistics

Liaises with facilities, issues and follows up on work orders.

Provides back up to other clerks within the Division.

Assists in the training and development of new clerical staff and placement students.

Conducts planning activities

Coordinates and schedules travel accommodations, conferences and professional development

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 management and/or strong business office administrative skills acquired through relevant experience or a combination of administrative courses and relevant work experience.
2. Previous experience or knowledge of Paramedic Service, Health and Social Service organizations/agencies/resources would be an asset.
3. Must be proficient with intermediate experience in the use of Microsoft 365 products to include: Outlook, Word, PowerPoint, Excel, Planner, Forms and Power Automate. Demonstrated ability to input data at an intermediate level with a high degree of accuracy. Working knowledge of database software (experience with SAMS and scheduling software) would be an asset.
4. Ability to excel in a fast paced work environment with a focus on customer service excellence. Strong problem solving skills with the ability to adapt to any situation. Highly developed customer service and interpersonal skills and proven ability to assist people in difficult situations.
5. Demonstrated excellent interpersonal, communication, analytical and problem solving skills.

6. Advanced keyboarding and data entry skills with ability to apply specialized medical/healthcare technology and software e.g. iMedic, Future Health Services.
7. Ability to prioritize and organize multiple tasks with a variety of deadlines.
8. Excellent people skills with an emphasis on customer service. Demonstrated ability to deal with difficult callers and display tact and professionalism when conversing with patients, supervisors and peers.
9. Excellent team work skills with the ability to work with teams effectively on site as well as offsite locations.
10. Previous healthcare experience an asset. Demonstrated experience and familiarity with medical terminology and the City of Hamilton paramedic processes and procedures an asset.
11. Proficiency in French language would be an asset.

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