



**North Eastman Health Association Inc.  
Job Description**

**WARD CLERK – Long Term Care**

**POSITION SUMMARY:**

Under the guidance of the Care Team Manager, Team Leader or Charge Nurse, the Ward Clerk performs a variety of clerical and receptionist duties on the nursing unit. This includes: processing physician's orders, retrieving resident information, filling out out-patient forms, scheduling of staff as required, answering the telephone when on the units and relaying messages to appropriate personnel.

**REPORTS TO:** Care Team Manager

**UNION:** MGEU – Facility Support

**Std Grp.** 79

**QUALIFICATIONS:**

Education and Experience

- Completion of Grade XII or equivalent.
- Unit Clerk Certificate from a recognized school or equivalent, including medical terminology.
- Knowledge or training in office procedures.
- Ability to type accurately at 50 wpm as well as current computer skills and proficiency in Microsoft Office Suite applications.

Knowledge, Skills and Abilities

- Ability to communicate effectively with all health care providers, residents, families and the general public.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, patients, families and the general public.
- Ability to establish and maintain positive working relationships.
- Ability to handle stressful situations.
- Demonstrated ability to maintain confidentiality at all times.

**STANDARDS OF PERFORMANCE:**

- Accuracy, efficiency, timeliness, and diligence are displayed in the accomplishment of all assigned duties with a minimum of direct supervision.
- Ability to prioritize duties and responsibilities.
- Maintain a neat and orderly work environment.
- Effective communication skills and interpersonal relationships are demonstrated on an ongoing basis.
- Confidentiality is maintained in all matters pertaining to the Hospital and patients and their families.

- Maintains records and/ or statistical reports as required.

**POSITION DUTIES AND RESPONSIBILITIES:**

1. Channels Information and Communications Appropriately

- Receives, initiates and transfers telephone calls when on units.
- Places telephone calls as requested, e.g. to physicians, other departments.
- Receives and gives directions to visitors, clergy, medical and personal care home staff.
- Communicates effectively with residents, family, health professionals, and the public.
- Communicates resident demographic information to appropriate health professionals and forwards documentation as instructed.
- Channels other information and communicates appropriately as required (fax, photocopy etc.).
- Records and distributes minutes at unit meetings.
- Notifies staff regarding upcoming meetings as directed by Care Team Manager.
- Checks Ward Clerk mail slot in front office and on the units daily and periodically throughout the shift for required information and messages.

2. Performs Clerical Duties Specific to Area

Admissions

- Assembles and prepares the chart
- Processes forms
- Files old charts
- Obtains previous chart
- Prepares addressograph cards for residents of East-Gate Lodge and Kin Place
- Takes pictures of residents upon admission and as required

Transfers/ Discharges/ Deaths

- Arranges appropriate transportation as directed
- Assembles appropriate information to be sent with resident as directed
- Completes change of circumstance form, addressograph and unit specific forms as needed
- Records information: name, date of death, family contact, telephone number and address on all deceased residents.
- Forwards audited charts of discharged or deceased residents to storage
- Forwards respite charts to front office

Record Maintenance

- Maintain all resident records in a neat and tidy manner, file all reports/ forms such as laboratory, x-ray reports, physician notes, MARs flow sheets, etc.
- Replenishes forms for resident files
- Thins charts on all units as per ward clerk guidelines

Diagnostic Tests and Procedures

- Accompany and assist the Laboratory Technician weekly and as requested with blood work on residents and verifying in the assignment book on each unit.

Transcribing

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- Transcribes physician's orders and completes requisitions and forms for checking and countersigning by Team Leader, RN, or LPN
3. Notifies appropriate departments of changes in resident circumstances (e.g. admissions, transfers, discharges, and deaths).
  4. Keeps an updated list of residents in the Personal Care Home and maintains current copies in Ward Clerk office, to the Care Team Manager, all units and reception area.
  5. Scheduling of Appointments
    - Books Podiatrist appointments (contacts family members/ POA regarding payment authorization
    - Makes appointments for residents as requested
  6. Staff Schedules
    - Schedule or call in staff for shifts as directed by the Team Leader/ Charge Nurse/ Care Team Manager/ Recreation Coordinator for nursing and recreation departments.
    - Prepare daily staffing sheets as per master rotation, one week in advance. Once reviewed by alternate Ward Clerk these sheets are placed on all units, business office, Care Team Manager's Office and time book.
    - Staff replacement of nurses, health care aides, and recreation staff as needed as per specific union contracts.
    - Familiarity with the MGEU Facility Support contract and Manitoba Nurses Union contract as required for shift assignment and replacement.
    - Posting and assigning of available shifts as directed by the Care Team Manager.
    - Maintenance of the time book.
    - Prepares new staff rotations for all units (every six weeks) in conjunction with the Care Team Manager.
    - Collects time sheets and forwards to payroll every other Wednesday. Places new time sheets in binders on each unit.
    - Completes Employee Attendance Records at the end of each rotation.
  7. Confidentiality
    - Maintains orderly physical environment at the Nursing workstation.
  8. Miscellaneous
    - Establishes patient information systems and forms as required
    - Replenishes diagnostic requisitions and stationary quotas
    - Compiles and maintains records and statistical reports as directed
    - Maintains orderly physical environment at the Nursing workstation
  9. Responsible for re- stocking supplies to storage room and the ordering of supplies.
  10. Assumes responsibility for personal and professional growth, e.g. participates in staff development program.
  11. Performs other related duties as assigned.

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_ Date  
Manager/ Supervisor

Approved by: \_\_\_\_\_ Date  
Vice President/ CEO

Reviewed by: \_\_\_\_\_ Date  
Director, Human Resources

**NOTE: Original Signed and Dated September 29, 2003**