
POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and *succinctly* as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.

Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3.

CPT Tier I - Cover Page and Part 1 only

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

CPT Tier II - Cover Page and Parts 1 & 2 only

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

POSITION DESCRIPTION FORM (PDF)

Choose an item. **Part-time Support Staff**

Position Title: Health, Wellness and Accessibility Services Receptionist

Position Number: [Click here to enter text.](#) **Pay Band:** 9

Reports To: Director, Health, Wellness and Accessibility Services

Appointment Type: Other-details at right. **“Other” Hours Details:** 6 months

Scheduled Weekly Hours (maximum 24 hours per week): 14

PDF Completed By (Manager Name): Julie Middleton

Effective Date: September 6, 2023 **Last Revision:** [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Under the direction of the Director, Health, Wellness and Accessibility Services the incumbent provides confidential administrative services for all Health, Wellness and Counselling Services and staff, at the Frost Campus, including support for Counsellors, physician clinics, TB clinics, immunization clinics and nurse assessments.

This includes referrals, booking of appointments, scheduling diagnostic testing, supply ordering and maintenance of confidential student files.

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

Summary Details	Percentage %
<p>Operations:</p> <ul style="list-style-type: none">• Provides general reception work associated with the Health, Wellness and Accessibility Services department. Duties include, but are not limited to booking appointments, responding to telephone inquiries, emails, confidential faxes, filing and photocopying.• Responsible for scheduling appointments/meetings/workshops for the Counsellors, physicians, and Campus Nurse• Determines urgency of appointment for those who appear to be in crisis and refers student to appropriate service/department, including Counseling.• Prepares files for students (paper & electronic) and is responsible for file management processes, such as storage, scanning, photocopying, and shredding.• Attends Health, Wellness and Accessibility Services team meetings, as required.• Coordinates with the Health, Wellness and Accessibility staff to identify and maintain inventory of all office and medical supplies; anticipating needed supplies relating to planned procedures; placing and expediting orders• Responds to general inquiries about support services such as disability accommodations, and Counselling• Schedules appointments utilizing Accuro Electronic Medical Record and Clockwork• Arranges referrals to specialists; prepares lab forms, requisitions	65

Summary Details	Percentage %
<p>and labelling for diagnostic tests, provides instruction to clients regarding diagnostic testing procedures and preparations; contacts lab to acquire outstanding blood work results; files results and charts</p> <ul style="list-style-type: none"> • Initiates collection and processing of all applicable fees, i.e. cheque requests/cash payments/late fees/receipts, invoices, etc. including visa procurement • Coordinates all receipt purchases for department and reconciles monthly VISA statements • Facilitates and organizes all documentation required for physician's OHIP billing • Assists in planning and preparation of outreach events • Picks up and transports vaccines from the Public Health Unit, as required 	
<p>Analysis and Problem Solving</p> <ul style="list-style-type: none"> • Assesses/screens/triages clients and incoming telephone calls • Administers emergency care/first aid to clients who are ill or injured (independently and in nurse's absence); recommends appropriate referral to other clinics or emergency services and assists in completion of Accident Report Forms, as needed • Reviews, releases and provides explanation of non-complex test results (signed by Nurse/Physician) to clients • Analyses client specific immunization forms/medical records and identifies vaccinations/bloodwork required • Schedules appropriate appointments within Health Services to obtain missing vaccinations and/or provides blood work requisition forms • Discusses associated costs with patients, provides options available, provides additional documentation for outside carriers and information re: domestic and international student health plan coverage • Monitors and records daily temperatures of vaccine fridges, following strict reporting procedures and problem-solves when temperature issues occur • Responds to enquiries regarding student health plan and international student health plan benefits • International and domestic billing in conjunction with Ontario Medical Association billing codes • Interprets international student insurance (Morcare) protocols for billing and student inquiries 	30
<p>Other Duties As Assigned (<i>do not amend this section</i>)</p>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Office Administration (prefer Medical) or Health information management and could include medical secretary/ward course with medical terminology.

Other Vocational Certifications and/or Apprenticeships:

CPR and First Aid certificate, Automated External Defibrillator (AED), WHMIS, Accessibility for Ontarians with Disabilities Act (AODA)

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

Experience gained as a team player working within a fast-paced service oriented and highly confidential office environment. Experience handling confidential/sensitive information (preference is Health related), resolving conflict and assisting clients in crisis and those with varied needs, including mental health. Experience delivering presentations and organizing events to small and large audiences. Experience using an Electronic Medical Record (experience with Accuro an asset) and a variety of software packages such as Microsoft Office, PowerPoint, etc. Experience understanding medical terminology would be an asset. Experience using basic accounting principles and practices. Understanding of Canadian Immunization Standards in order to book appropriate appointments

PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity
Student arrives requesting accommodations for disability related needs
Description
Student presents to Counselling and AES with questions about disability services, accommodations and requests an appointment
Incumbent asks relevant questions about their accommodation history
Incumbent asks student about the availability of supporting documentation
Explains to the student the kind of documentation required and where it could be attained

Example #2

Task / Activity
Student presents with health issue at reception desk
Description
Triage / treatment of client requires the incumbent to determine appropriate level of care (independently and in consultation with nurse or counsellor)
Assessment of need through verbal interaction, observation and/or some physical assessment
Determine if intervention falls under nursing care or if medical intervention is required and falls outside the nurses' scope of practice.
High degree of personal judgment and assessment skills in determining appropriate course of action Problems are frequently complex in nature with multiple inter-related influencing factors. Analyzes problem, gathers, and interprets data and information, in order to direct appropriate level of care.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Non-routine.

How would you describe the complexity of the work?
Some duties are varied and complex.

Describe the business processes used by the position.
Processes are different and unrelated.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Student attends clinic with health concern
Student presents with health issues: general illness, personal counselling: pregnancy, abuse, birth control, nutrition, etc. Or requests for: over the counter medications, birth control pills, injections, allergy shots, emergency contraception
Incumbent determines through careful screening/assessment process whether client needs to see nurse or doctor. If student needs to see the doctor, incumbent then books appropriate appointment or referral.
Incumbent issues all necessary documents, i.e., medical history forms, consent forms to client and advises regarding any applicable payments that may be required at time of appointment.

Example #2

Task / Activity Student presents at reception claiming to be in crisis and wanting to see a counsellor immediately.
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Description

The incumbent may need to ask the student sensitive questions, moving them to a more appropriate environment, when necessary, in order to determine the nature of crisis, if any

Suicidal students must be dealt with immediately,

Students with serious personal crises must also be dealt with quickly.

There are a range of appointment options available for all other issues walk-in or other referral for example seeing the nurse or attending the hospital.

The questions asked to determine priority must be asked tactfully with respect for the client's confidentiality.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and options.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Data Entry
Input patient demographics, medical and mental health history, and treatment details into the electronic medical record and/or Clockwork.
Prepares lab forms
When new student records are received, they must be scanned and uploaded into the EMR or Clockwork. Must ensure precise scanning, proper alignment, and accurate data capture.

Example #2

Task / Activity

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

When considering ‘speed’ of fine motor movements for this position:

Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Data entry	50%

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Sitting at reception desk using keyboard/computer
Required to sit for up to 3 hours at a time or longer

Example #2

Task / Activity Standing/Lifting
Frequent repositioning from sitting to standing during workday, faxing, copying forms, gathering supplies, etc. Lifting office supplies (up to 10 lbs)

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Sitting at desk	90%
Standing/lifting	10%

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Medical Billing
Prepares OHIP and international student health billing for physicians
Facilitates reports and re-imbusement of revenue payments to physicians as required
Interprets international student insurance (Morecare) protocols for billing and student inquiries
Ensures invoices sent and payment received from external international insurance company
If OHIP information is missing the incumbent must contact student to track information and sometimes a Release of Information form must be mailed out in order to obtain current health card status

Example #2

Task / Activity Telephone triage of student needs
During telephone triage, the incumbent must actively listen to the student's description of their symptoms or concerns.
Incumbent needs to assess the urgency of the situation and determine whether the caller requires immediate attention, can wait for a regular appointment, or should be referred elsewhere.
High degree of auditory concentration required to accurately understand the student's condition and make appropriate decisions.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Medical billings	25%
Telephone triage	20%

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Clinic check in and check out
During patient check-in, incumbent is responsible for verifying patient information, collecting relevant documentation, and ensuring that all necessary forms are completed accurately.
Students may arrive in quick succession, especially during peak hours, creating tight deadlines and multiple competing demands.
The incumbent must efficiently process each student while maintaining accuracy and ensuring a smooth flow in the waiting area.

Example #2

Task / Activity Assisting upset students
Incumbent may encounter students who are anxious, upset, or frustrated due to various reasons such as long wait times, issues with their documentation, or health or mental concerns.
Managing these difficult situations requires diplomacy, empathy, and the ability to de-escalate tense situations.
Incumbent must balance the needs of the student with the operational requirements of the department

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?

Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?

Occasional critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Clinic check in and check out	75%	UP (Usually Predictable)
Assisting upset student	15%	TP (Tends to be Predictable)

INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Handling student inquiries
Incumbent frequently asked questions by students regarding College processes, procedures, insurance coverage, and appointment availability
Incumbent must independently provide accurate information and guidance, addressing student concerns and inquiries without constant supervision to ensure that students receive timely and accurate responses to their queries.

Example #2

Task / Activity Student presents with health concern
Incumbent must independently assess the urgency and nature of the student's health concern
Using their skill and judgment, they make relatively minor health-related decisions impacting students by determining whether the patient needs to see a doctor, nurse, or requires immediate medical assistance
This process involves quick decision-making and autonomy to ensure that students receive appropriate and timely care, and it may involve referring them to the appropriate medical personnel within the department based on their assessment

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?
Works within established operational practices.

What degree of supervision is typically provided to the incumbent?
Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?
Output is reviewed by someone else.

How frequently is the work checked?
Most processes are reviewed monthly.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

1. Independent action

- Using skill and judgement in making relatively minor health-related decisions impacting students (Regular and recurring)
- Appointment bookings (Regular and recurring)
- In the nurse's absence reviews "abnormal" test results and decides when consultation with campus physician is required (Occasional)

2. In consultation with someone other than supervisor

- Consultation with other functional departments within the College dealing with issues related to student planning (Occasional)
- Consultation with Public Health Unit regarding immunization implementation, along with other campus related health issues such as flu clinics (Occasional)
- Decisions regarding medical issues and lab results that may impact students are done in consultation with campus nurse (Regular and recurring)

3. In consultation with manager

- Budget planning and implication (Regular and recurring)
- New operational procedures for the clinic (Regular and recurring)
- Breach of confidentiality (Regular and recurring)

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Students	Providing general information, booking appointments, reviewing documentation including confidential medical, disability and mental health information/records	Daily
Students	Reviewing immunization information. Providing to students on next steps/additional information needed. Explains ministry guidelines.	Weekly
Laboratories, Pharmacies, Physician Clinics, hospitals, health units, ministry of health	Verifies medical information, obtains billing codes and amounts, verifies changes to coverage, billing enquiry changes Imparts confidential medical information to off-campus physicians, specialists, labs by fax, mail or verbally	Daily
Campus Nurse/Counsellors	Discuss student needs, coordinate office supply needs	Daily
Chairs/Operations Managers	Discuss plans for Health Fair or information session for programs	Infrequently
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:

Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?

Regular involvement; disclosure implications could include adverse publicity or litigation.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Maintaining Confidential Health Records
The incumbent is responsible to maintain confidential health and mental health records of students. The incumbent must handle records with care and ensure files are accurately updated and maintained. Errors could result in incorrect information being released to student or other agencies.

Example #2

Task / Activity Reviews immunization forms
The incumbent is responsible for ensuring student immunization forms are accurately completed and all required information is provided by the student. Errors would result in delays for the student and impact their participation in their program. Improper screening of forms could also result in a significant health risk for student or staff or client in the placement setting. Carries potential for legal ramifications for the college.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?
Errors detected after-the-fact.

What is the typical scope of impact to the organization for errors in this position?
Results in some workflow disruption, duplication and/or wasted resources.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	80%
Outdoor work; seasonal conditions No	
Exposure to dealing with upset student	10%
Increased exposure to bacterial or viral contamination from ill students Handling hazardous substances – handles and disposes of sharps container or other bio-hazardous substances	5%
Travel – Labs, health unit, pharmacies	5%

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Moderately disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Infrequent (less than 10% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)