

Fleming College

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.

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POSITION DESCRIPTION FORM (PDF)

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

Position Title: Health Services Assistant

Position Number: [Click here to enter text.](#) **Pay Band:** 10

Reports To: Director, Counselling and Accessible Education Services

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

Scheduled Weekly Hours (maximum 24 hours per week): 7

PDF Completed By (Manager Name): Julie Middleton

Effective Date: May 11, 2021 **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.

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PART ONE:

POSITION SUMMARY

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

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

The incumbent will also provide support to Frost Counselling and AES services including booking Counsellor appointments and process related client files as required.

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 % |
|---|--|--------------|
| 1 | <p>Planning & Coordinating</p> <ul style="list-style-type: none"> • Organizes and facilitates operation of physician, TB & Flu Shot clinics • Schedules appointments utilizing Accuro Electronic Medical Record; • Arranges referrals to specialists; prepares lab forms, requisitions 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 • coordinates maintenance of all patient's files (current and archived); purging records, as required • initiates collection and processing of all applicable fees, i.e. cheque requests/cash payments/late fees/receipts, invoices, etc. including visa procurement • coordinates with the Campus Nurse to identify and maintain inventory of all office and medical supplies; anticipating needed supplies relating to planned procedures; placing and expediting orders • coordinates all receipt purchases for department and reconciles monthly VISA statements • facilitates and organizes all documentation required for physician's OHIP billing on spreadsheet • assists Nurse in planning and preparation of outreach events | 50% |

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| | Summary Details | Percentage % |
|---|---|--------------|
| | <ul style="list-style-type: none"> picks up and transports vaccines from the Public Health Unit, as required | |
| 2 | <p>Analysis & Problem Solving</p> <ul style="list-style-type: none"> assesses/screens/triages clients and incoming telephone calls (consulting with Nurse, as needed). 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 | 35% |
| 3 | <p>COUNSELLING SUPPORT:</p> <p>Provides support for College Counsellors (Frost-Haliburton) during the absence of Counselling Services Assistant.</p> <p>In this capacity, the incumbent:</p> <ul style="list-style-type: none"> provides support to the delivery of counselling services by providing information on counselling services available, booking appointment with appropriate counsellor for students using Clockwork, assisting students in crisis situations or appropriately handling problematic students. Assist counsellor if a sensitive emergency arises i.e. locating students or staff. problem solves for and when students are in crisis. Makes an initial assessment to determine the best possible resources, the urgency of the situation, and refers as appropriate ie: counsellor, nurse, 911, security, manager, etc. | 10% |

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| | Summary Details | Percentage % |
|---|---|--------------|
| 4 | Other Duties As Assigned (<i>do not amend this section</i>) | 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.

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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

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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 Immunization Forms |
| Description Entry Immunization Forms are required for students participating specific programs. Often forms are incomplete and records and results are difficult to interpret. The incumbent reviews forms and required frequent consultation with nurse. The analysis process may involve multiple visits with campus Health Services and referrals provided to other agencies within the community as needed to fulfill requirements. Explanation is provided as to why tests/vaccinations are required and procedures are scheduled based upon immunization guidelines/timelines. Incumbent formulates recommendations based on interpretation of a combination of documentation, verbal history, laboratory evidence and specific program of study requirements. In determining the need for a vaccine or multiple vaccines, or tuberculosis screening, incumbent may also evaluate additional criteria such as: age, birth place, access to health care as child, parental beliefs regarding immunization compliance, etc. |

Example #2

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| |
|--|
| Task / Activity Client Present with health issue at front 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

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| |
|---|
| Task / Activity Client attends Clinic with health issue |
| Client 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 doctor, incumbent then books appropriate appointment or referral. Incumbent issues all necessary documents, i.e. medical history forms, consent forms to client and also advises regarding any applicable payments that may be required at time of appointment. |

Example #2

| |
|--|
| Task / Activity Client presents requesting assistance with forms required for program |
| Description <ul style="list-style-type: none">• Incumbent reviews forms and records.• Identifies missing or incomplete information. Asks relevant questions to gain insight on prior immunization status and recommends vaccines and/or bloodwork based upon testing results• Develops strategic timeline to facilitate completion of requirements |

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.

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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 |
| Enters medical information including 50%immunization records into Electronic Medical Record, tracking all complete and incomplete forms; identifying late forms and posting late fees to student's account |
| Verifies medical information, obtains billing codes and amounts, verifies changes to coverage, billing enquiry changes |
| monitors and records daily temperatures of vaccine fridges, following strict reporting procedures and problem-solves when temperature issues occur |
| prepares lab forms |

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.

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| Task | % of Time |
|------------|-----------|
| Data entry | 50% |
| | |

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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 work station using keyboard/computer |
| Required to sit for up to 2 hours at a time or longer |

Example #2

| |
|--|
| Task / Activity Standing/Lifting |
| Frequent repositioning from sitting to standing during physician clinic, faxing, copying forms, pulling charts, etc. Lifting medical supplies (up to 11lbs) |

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% |

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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-imburement 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 Arranges referrals |
| Incumbent arranges referrals requested by physician for students requiring further treatment with a specialist. Medical condition of student must be relayed accurately based upon physician's documentation and an appointment date and time must be ascertained. Often many different specialists must be contacted to ensure the best treatment for the client. Appointment info. and procedure instructions must then be relayed to the client. |

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

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

| Task | % of Time |
|---------------------|------------------|
| Medical billings | 25% |
| Arranging referrals | 15% |

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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 Physician Clinics |
| Incumbent has to review immunization forms, complete financial transactions, book new and follow up appointments, arrange referrals, follow-up on results, respond to health plan enquiries, etc |

Example #2

| |
|---|
| Task / Activity Front Desk – Communicating health education |
| Due to front-line nature of the position there are constant interruptions at the front desk that break concentration while updating client files, booking appointments etc. Incumbent may deal with difficult students. |

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* |
|--|-----------|------------------------------|
| Physician clinics | 75% | UP (Usually Predictable) |
| Communicating health education/information | 15% | TP (Tends to be Predictable) |

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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 Undetermined rabies immunization stats |
| Missing information regarding vaccination and titre status is gathered, interpreted and recorded by the incumbent |
| Verbal interview with student to gather further information |
| Additional interpretation may be required in consultation with nurse to determine status |

Example #2

| |
|--|
| Task / Activity Client – presents with health concern |
| Incumbent uses skill and judgment in making relatively minor health-related decisions impacting students. Determine is needs to see doctor, nurse or immediate medical assistance. |

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.

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1. Independent action
 - Review of students immunization forms to ensure completed correctly based upon the Canadian Immunization Guidelines (Regular and recurring)
 - In the nurse's absence reviews "abnormal" test results and decides when consultation with campus physician is required (Occasional)
 - Use skills and judgement to make relatively minor health-related decisions impacting students (Regular and recurring)

2. In consultation with someone other than supervisor
 - Consultation with Public Health regarding immunization clinic implementation (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)

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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 medical appointments, reviewing documentation including confidential medical information/records, student health plans, arranges referrals. | 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 | 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.

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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 medical 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.

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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 Choose an item. | |
| Exposure to dealing with upset student | 10% |
| Increased exposure to bacterial or viral contamination from ill students | 5% |
| Handling hazardous substances – handles and disposes of sharps container or other bio-hazardous substances | |
| 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.](#)