

Job Class Profile: Hospital Admitting Clerk II**Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	4	2	4	3	3	3	3	2	
Points	140	67	13	19	90	65	62	64	21	541

JOB SUMMARY

The Hospital Admitting Clerk II is responsible to allocate and coordinate the daily departmental workload and to provide daily supervision to the Admitting/Registration staff.

Key and Periodic Activities:

- Provides guidance and communicates to the admitting staff, patient/client managers, doctors, doctor's staff, other hospital staff, other hospitals, patient's family and the general public.
- Works closely with the Admission/Discharge Clinical Efficiency Nurse Manager to have sufficient knowledge of the coordination and allocation of beds for patients based on acuity, priority and other pertinent information.
- Organizes, schedules and delegates work assignments and ensures the hospital and hospital procedures and protocols are followed and executed properly. Ensures phone calls and electronic messages are completed in a timely manner. Ensures staffing coverage is appropriate at all times.
- Communicates with elective and urgent patients at home or at other health facilities.
- Maintains daily electronic statistics.
- Troubleshoots errors for all registration areas and notifies the appropriate people.
- Maintains awareness of beds that are available at all times.
- Orders supplies on a weekly basis as needed.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of Medical terminology
- Knowledge of relevant policies and procedures
- Knowledge of related computer application programs

Formal Education and/or Certification(s):

- Minimum: 1 Year Post-Secondary Certificate in Office Administration

Years of Experience:

- Minimum: 3 years of related work experience

Competencies:

- Ability to follow instruction and procedures.
- Ability to operate computer and other office equipment.

Interpersonal Skills

- A range of interpersonal skills include listening to staff, patients/clients, families, doctors and nurses whether for general advice or direction; care/nurturing patients; and dealing with upset or angry people.
- Admitting staff are typically the front line for all people coming into the institution and are often required to provide assistance.
- Most significant interactions include the Admissions/Registration Manager to discuss staffing issues, registration issues or other related problems; the Admissions/Discharge Clinical Efficiency Manager (Nursing) to ensure that all post-operation, urgent and elective patients are given proper priority and are admitted within a timely manner; and Patient Care Coordinators to be aware of bed situation in order to move or place new patients coming to the hospital.

EFFORT**Physical Effort**

- The demands of the job typically do not result in considerable fatigue, requiring periods of rest.
- Occasionally is required to lift supplies weighing between 10 and 25 lbs, lift and/or move a patient's suitcase and/or push a patient in a wheelchair.
- The use of fine finger/precision work to enter detailed information of patient appointments into computer programs and answering the phone is performed on a constant basis.

Concentration

- Requires **visual** concentration while using the computer.
- **Lack of control over work pace** occurs as a result of the demand for hospital admittance as that is the nature of the job.
- Work is constantly **interrupted** by staff/patients/clients.
- **Exact results and precision** is required when entering client/patient information.

Complexity

- Challenges/problems/issues tend to revolve around individuals arriving for an appointment; however, staff does not have a record of the appointment. Efforts are made to resolve the matter by checking records, contacting family doctor, etc.
- Challenges also arise regarding not being able to provide the accommodations requested on admission.
- Issues typically can be resolved by following guidelines, policies and procedures.

RESPONSIBILITY**Accountability and Decision-Making**

- Authority to order routine office supplies and arrange for staff replacement when no overtime is required.

— Staffing arrangements requiring overtime or purchases outside the regular /routine requirements must be approved by the supervisor.
Impact
<ul style="list-style-type: none"> — Impacts are felt internally within the immediate work area/department/ as well as externally with clients/general public. Resources affected include processes and systems, information, material resources and corporate image. — The efficiency of the admissions is directly impacted in allocating and coordinating the work in the area.
Development and Leadership of Others
— Provides co-ordination of registration process; scheduling staff; orientating and training new staff; and ensuring that errors are identified and corrected.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Safety equipment and/or precautions are not required. — There is limited likelihood for injuries or illnesses resulting from hazards given that all health and safety regulations are followed. — Exposure to glare from computer screen, distracting noise from working in an open environment, infectious diseases, odours and wet and slippery surfaces occurs on an occasional basis.