FACILITIES SUBSECTOR COLLECTIVE AGREEMENT
BENCHMARK

Job Family:	Clerical	**Class Series:**	Admitting
Grid:	17 (awaiting final determination)	**Class Title:**	Clerk IV (A), Admitting (Out-Patient Booking)

I. Level Definition

Positions at this level determine out-patient appointment priority and schedule and book out-patient appointments. May supervise one or two designated Admitting staff.

II. Typical Duties

(1) Determines out-patient appointment priority by evaluating patient information such as patient history, test results and pertinent reports. Identifies concerns to physician/clinical staff as required.

(2) Schedules and books out-patient appointments for an out-patient area by receiving appointment requests, making follow up appointments, adjusting arrangements in accordance with patient and facility requirements and assigning to the appropriate time, date and location.

(3) Contacts appropriate area such as doctor's office, patient, nursing unit to confirm appointments.

(4) Supervises one or two designated admitting staff by performing duties such as scheduling and co-ordinating work assignments, evaluating employee performance and determining related training and orientation requirements.

(5) Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12 and two years' recent related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

(i) Ability to keyboard at 45 w.p.m.
(ii) Knowledge of medical terminology
(iii) Ability to communicate effectively both verbally and in writing.
(iv) Ability to deal with others effectively.
(v) Physical ability to carry out the duties of the position.
(vi) Ability to supervise.
(vii) Ability to organize work.
(viii) Ability to operate related equipment