

JOB DESCRIPTION

Benchmark Job #181

Ministry: Health
Branch: Various Health Units
Location: Various

Working Title:
Level:
Classification:

Continuing Care Clerk
Range 9
Clerk Stenographer

PRIMARY FUNCTION

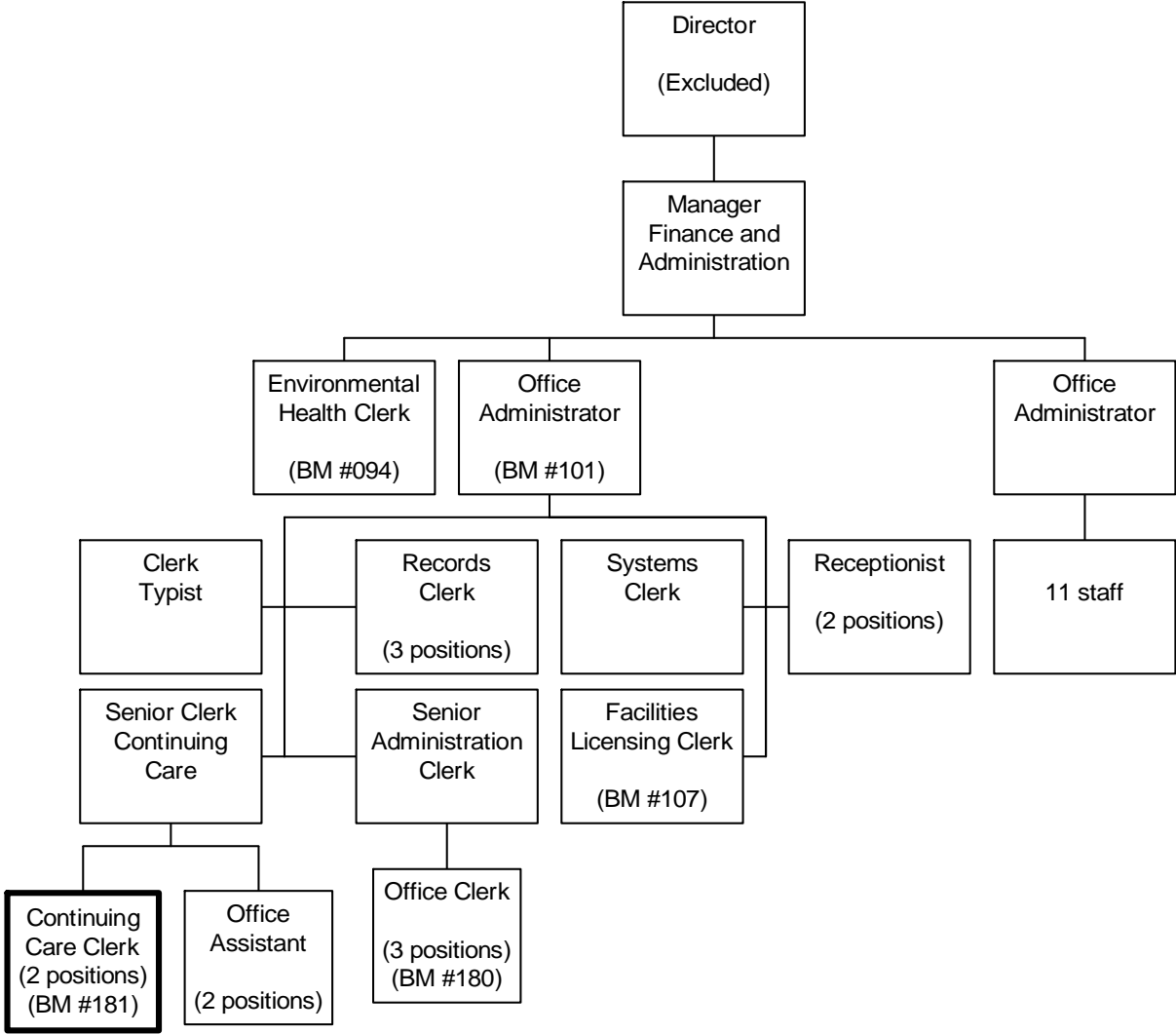
To provide data entry and clerical support services for the Continuing Care Division.

JOB DUTIES AND TASKS

1. Performs keyboarding and data entry
 - a. prepares correspondence, minutes, progress reports, summaries, referral and forms and other various documentation using word processing and spreadsheet software and forwards to appropriate staff
 - b. takes, transcribes and distributes minutes of meetings as required
 - c. drafts correspondence for signature
 - d. creates forms and presentation and handout materials using computer software
 - e. compiles and posts statistics for continuing care programs
 - f. updates and prints lists each week and distributes

2. Performs other related duties
 - a. answers telephone and in-person inquiries, takes messages and redirects calls to appropriate staff
 - b. explains procedures and practices of programs with clients; reassures upset clients who have family members in continuing care programs
 - c. sets up and maintains client files and charts, and arranges for disposal of files and charts
 - d. sorts and distributes incoming mail and prepares outgoing mail
 - e. checks calculations and accuracy of invoices
 - f. gives informal guidance to office staff on procedures

ORGANIZATION CHART
Benchmark Job #181



REASON FOR CLASSIFICATION

Benchmark Job #181

Job Title: Continuing Care Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Know a variety of job functions and how they relate to the division to perform keyboarding and data entry, provide reception services, and maintain data client files and lists.</p>	C	60
2	<p>MENTAL DEMANDS Judgement to recognize known differences and determine the priority of tasks to word process documents, draft correspondence, screen calls and answer inquiries and maintain spreadsheets, client files and lists.</p>	C	60
3	<p>INTERPERSONAL COMMUNICATION SKILLS Discretion required to explain procedures and practices of programs with clients who have family members in continuing care, to remove tension from the situation.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use a computer to produce reports and correspondence and to update data with speed and accuracy.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to perform word processing and data entry, provide reception, and maintain client files and lists.</p>	B	30
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to check calculations and accuracy of invoices.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to provide administrative support to a large multiple user filing system by maintaining, updating, filing and retrieving files and arranging for disposal.</p>	C	15

REASON FOR CLASSIFICATION

Benchmark Job #181

Job Title: Continuing Care Clerk

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to give informal guidance to office staff on procedures.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to offer emotional comfort and reassure upset clients.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always visually focus on source documents and use a computer to produce correspondence and data.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost always (6 hours a day) use a keyboard to enter data and to produce reports and correspondence with speed and accuracy.	D	18
12	SURROUNDINGS Exposure to regular unpleasant dealing with upset clients.	B	4
13	HAZARDS Moderate exposure to hazards from keyboarding almost always.	C	6

Total Points: 293.5

Level: Range 9