

JOB DESCRIPTION

POSITION TITLE: **Primary Care Assistant**

REPORTS TO: Primary Care Team Supervisor

TEAM: Primary Care

SALARY SCALE (BAND/LEVEL): **2** Level 1 2 3 4 5

ROLE

Reporting to the Primary Care Supervisor, the Primary Care Assistant helps manage and monitor client flow, sanitizes and prepares examination rooms and supplies and performs other related tasks to ensure the smooth operation and delivery of primary care within the centre.

REPORTING RELATIONSHIP

This position reports directly to the Primary Care Team Supervisor and performs duties using a team and inter-professional approach with other staff members and community partners.

POSITION REQUIREMENTS

1. Education
 - Personal Support Worker and/or equivalent health care experience
 - Computer literacy required
 - Sensitivity to the issues faced by people living on low-income and multicultural communities
2. Professional Experience
 - Good organizational skills
 - Strong communication and interpersonal skills required
 - Willingness to learn and take direction
 - Ability to work independently and as a member of a team
 - Ability to work flexible hours
 - Ability to maintain confidentiality
3. Key Competencies
 - Thorough knowledge of current primary care practices and community-based health care
 - Proficiency in the use of computers and various software applications
 - Demonstrated ability to work effectively in a multidisciplinary environment
 - Ability to work with minimal supervision in a high stress environment
 - Interest and attitude in community-based programming and service delivery
 - Sensitivity to the needs of the disadvantaged; experience serving multicultural groups
 - Excellent communication, interpersonal and organizational skills
 - Understanding of issues of disadvantaged groups and of rural health needs

4. Personal Suitability

- The candidate is a good fit with the interdisciplinary team and SVCHC culture
- Sensitivity to the needs of marginalized and diverse clientele
- Commitment to health promotion concepts, strategies, and philosophy
- Commitment to community-based health care and social services, and strength-based philosophy and practices

POSITION RESPONSIBILITIES

Responsibilities

- Assists with client flow to and from exam rooms (e.g., seniors, clients with physical mobility needs, others)
- Schedules follow-up appointments for clients
- Ensures examination rooms are sanitized, using CaviWipes to clean/sterilize exam tables, door handles, cabinets, countertops, desks and other surfaces as appropriate, disposal of biohazards
- Ensure examination rooms are tidy, and stocked following appointments and procedures (e.g. complete physicals, pap tests)
- Assists practitioners, (e.g., by preparing labels for specimen containers, packaging specimens for laboratory pick-up, etc.)
- Ensures routine inspection and maintenance of medical equipment, (e.g., glucometers, BP machine calibration, etc.)
- Cleans medical equipment weekly and as needed
- Assists with reprocessing equipment (collects, washes, packages and sterilizes instruments) in accordance with the Centre's policies and procedures and incorporating infection control best practices)
- Disposes of expired drugs per established schedule and maintains drug inventory
- Coordinates biohazard waste disposal from primary care clinical areas
- Assists with ordering medical supplies and maintains medical supply stock area stocked and organized
- Maintains inventory of requisitions and forms, restocks all requisitions and forms in exam rooms and laboratory, notifies the Primary Care Lead when quantities are low
- Assists medical reception staff as needed with administrative support tasks, (e.g., photocopying, faxing and scheduling clients)
- Attends Team Meetings and Staff meetings as required
- Participates in the Centre's events as required
- Organizes, maintains and distributes educational materials for client use
- Maintains bulletin boards in waiting room and exam room areas
- Carries out other duties as assigned

Standard SVCHC Employee Administrative Responsibilities

- Contributes to the Centre's activities to collect, analyse and report on data and relevant information and participate in research; Provides monthly reporting on program statistics
- Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
- Submits records of time worked and time off in a timely manner

- Maintains and develops professional competencies, and where applicable, a professional licence to practice, through appropriate continuing education methods (e.g., peer interaction, literature review, conferences, courses, staff development leave, etc.)
- Complies and adheres to all applicable Centre policies and procedures

ORGANIZATIONAL RESPONSIBILITIES

- Respect and value the diversity of the community and individuals
- Support the Centre's student and volunteer placement programs
- Contribute to the Centre's work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as inter-component committees and working groups, strategic planning and accreditation;
- Participate actively in team meetings
- Consult with, and provides support, to team members and other SVCHC employees regarding professional issues
- Participate in the Centre's strategic planning process
- Participate in the development of policies and procedures by providing feedback in the Centre's policy development process
- Work in a manner that incorporates health promotion and recognizes equity and the social determinants of health
- Participate in team and individual professional development opportunities
- Incorporating and strengthening collaborative and interdisciplinary teamwork
- Promoting awareness of, and participation in, Centre activities
- Maintaining up-to-date professional skills and knowledge through formal and informal training
- Acting as an "Ambassador" for SVCHC within and outside the Centre, by creating an awareness of SVCHC programs and promoting services offered
- Complying with all mandated legal/regulatory requirements related to the role and working at SVCHC, (e.g., Employment Standards Act, Occupational Health and Safety Act, standards of professional conduct, WHIMS, NVCI, etc.)
- Maintains awareness of, and compliance with, SVCHC policies and procedures

OCCUPATIONAL HEALTH AND SAFETY

This position must also work within the scope of all legislative and Centre policies related to occupational health and safety. In this capacity, the employee:

- Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health and Safety Act (Section 28)
- Must read and follow the Centre's occupational health and safety policies
- Works safely in consideration of the following job hazards: noise, workplace violence
- Uses the proper personal protective equipment (PPE) as required
- Participates in Occupational Health and Safety training as required:
 - Accessibility for Ontarians with Disabilities Act (AODA)
 - WHMIS including Globally Harmonized System of Classification
 - Workplace Violence Prevention Training
 - PHIPA – privacy legislation Training
 - Diversity and Cultural Sensitivity Training
 - CPR and First Aid
 - Other (as required)

Other:

Valid driver's licence, proof of valid automobile insurance and access to a vehicle. A clear police check is required.

I have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

Employee Name (please print)

Date