

**JOB POSTING  
LHIN 016/21**

**Permanent Full-time Patient Services Assistant  
Full-Time Unionized Position- CUPE**

**Sarnia Site**

**Background:**

The Erie St. Clair Local Health Integration Networks (LHIN) is responsible for overseeing the delivery of home care services in the region.

The Erie St. Clair LHIN has a need for a **Full-Time Patient Services Assistant** as described below. The Erie St. Clair LHIN is committed to supporting healthcare in a manner that is consistent with patient and family centered care. Applicants are required to have a demonstrated understanding and commitment to this care philosophy. This position understands expectations around the quality and safety framework and participates in safety and quality initiatives, gathering and analyzing information as required. This position also requires a high degree of attention to detail and excellent time management skills. Preference will be given to candidates who are proficient in both official languages. The position is located in the Sarnia office of the ESC LHIN.

***LHIN 016/21 Full-time Patient Services Assistant***

<b>STARTING DATE:</b>	As soon as possible
<b>POSITION STATUS:</b>	Full-Time
<b>HOURS OF WORK:</b>	35 hours per week (7 hour shifts - between the hours of 8:00 a.m. and 8:00 p.m., including weekends)
<b>SALARY RANGE:</b>	In accordance with the Collective Agreement

**PRIMARY PURPOSE**

Reporting to the Patient Services Manager, the Full-Time Patient Services Assistant will provide support to various teams and programs. The position may deal directly with patients, caregivers, service providers, community support agencies and other healthcare partners. The Float Patient Services Assistants are responsible for supporting all areas under Patient Services in order to meet patient and organizational needs.

**NATURE AND SCOPE:**

Provide backup support and/or assistance for colleagues across sites, on the following Patient Service teams/program:

- Community Services
- Information and Community Resource Services

- Managed Program Services
- Supply and Support Services
- Nursing Clinic Services
- Finance Services
- Office Reception Services

Clerical tasks include but are not limited to:

- Scanning, photocopying, faxing various documents
- Sending or receiving patient information using Health Partner Gateway (HPG)
- Recording meeting notes
- Retrieving, recording telephone messages, communicating with patients and redirecting calls as necessary
- Updating and maintain patient records in CHRIS
- Generating patient related reports
- Greeting all visitors to the CCAC and providing information as requested
- Processing and distributing mail as appropriate
- Updating and maintain Healthline database
- Assisting with problem solving and issues related to patient billings
- Entering medical supply requisitions into CHRIS data base
- Replenishing medical supply orders, stocking shelves and assisting with inventory control
- Schedule patient appointments
- Processing, packing and preparing supplies for pick up or delivery
- Other duties as assigned to meet the needs of the organization

#### **QUALIFICATIONS:**

- Post-Secondary education in office administration or medical terminology certificate combined with a minimum of two (2) years' experience in medical office environment
- Ability to maintain confidentiality, exercise good judgment, and discretion in dealing with confidential information
- Good verbal and written communication skills with sound knowledge of the English language, spelling, punctuation, and grammar. French language skills are an asset
- Must be able to operate a computer, proficiency in Microsoft Office tools, and must have experience with electronic health records
- Must have access to a vehicle and possess a valid Ontario Driver's License

#### **To Apply:**

Please submit your cover letter and resume no later than **4:30 PM, FEBRUARY 28, 2021 TO:**

[Resume@lhins.on.ca](mailto:Resume@lhins.on.ca)

*Please include the reference "**LHIN 016/21 Patient Services Assistant**" and indicate your preferred site in your e-mail subject line.*

By submitting an application, applicants are consenting to the sharing of their personal information with individuals from the ESC LHIN who are participating in the selection process.

The Erie St. Clair LHIN is an equal opportunity employer. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

**We thank all applicants for their interest, but advise that only those selected for an interview will be contacted.**