Job Description

Lookout Housing and Health Society is the safety net which provides minimal barrier housing and a range of services to destitute and low income adult men and women who have few, if any options, and who demonstrate an inability to meet their own needs.

Job Title: **Client Records Support**	Classification: Community Sub-sector CA Union: BCGEU
Benchmark Match: Health Records Technician (80170) and Information Technology Admin 1	Date Prepared: July 17, 2008

JOB SUMMARY:

The Client Records Support reports to the Director of Operations or designate and works in accordance with the mission and philosophy of Lookout Housing and Health Society including following Lookout's Code of Ethics. Duties and responsibilities include performing a variety of record duties and IT support functions such as data collection and management, coding, abstracting and performing qualitative and quantitative data analysis, and duties related to support of computer hardware and software. Will orient staff and/or provide direction to volunteers.

DUTIES AND RESPONSIBILITIES:

1. Performs word processing duties such as inputting client information, maintaining relevant registers, updating manuals, and preparing reports, charts, tables, letters, presentation material, and newsletters from rough draft, general instruction, and/or recording devices, using software applications such as word processing, spreadsheets, graphics, and databases.

2. Provides support related to hardware, software, application programs, and basic network communications by performing duties such as determining problems, explaining functions to users, and demonstrating applications. Refers complex problems to vendors, technicians, and senior staff.

3. Checks client records for accuracy, completeness, and correctness. Processes corrections, and updates information and changes such as changes of address, notices, and discharge summaries.

4. Codes and abstracts client records for required information, such as interventions, length of stay, housing & treatment placements and after discharge visits, in accordance with established guidelines. Conducts file searches for requested information.

5. Performs qualitative and quantitative data analyses such as preparing statistics and reports on admissions, discharges, client demographics, and service/housing outcomes.

6. Assists users to maintain and make minor modifications to databases and user aides such as menus, command procedures, help files, customized reports, and standard file formats.

7. Performs record management and control duties according to established procedures such as ensuring records are only accessed by those authorized, that records are handled in sensitive manner and as required to meet PIPA and FIOPPA regulations.

8. Performs security administration duties such as monitoring the security of equipment and data, and creating, documenting, adding, and deleting aliases, user groups, access profiles, and passwords.

9. Cleans data and notifies relevant managers when merging duplicate data or when other editing is required. Performs network and server data archiving. Backs up data, and provides recovery services as required.

10. Orients staff to record management requirements including demonstrating applications, entering, correcting, adding data, including instructing on key data to collect to meet Lookout requirements and contractual obligations.

11. Prepares and maintains a variety of documentation and reports such as system documentation and user guides.

12. Assists with client intake by performing duties such as obtaining information, completing documentation required for admission, and liaising with information sources to obtain additional client information.

13. Schedules and confirms clients for programs and/or services, and establishes and maintains waiting lists.

14. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training, and Experience

Minimum Grade 12 plus a Diploma in Computer Science plus two (2) years recent related experience or an equivalent combination of education, training, and experience or other qualifications determined to be reasonable and relevant to the level of work.

Must have proof of a minimum of two (2) years sobriety if having alcohol and/or drug problems.

Typical Skills and Abilities

Ability to communicate effectively, both verbally and in writing
Physical ability to carry out the duties of the position
Ability to work independently and in cooperation with others
Ability to install, upgrade, operate, troubleshoot, and maintain computer equipment and

software applications
Ability to plan, organize and prioritize
Ability to key at 60 wpm
Knowledge of practices and procedures related to computer equipment and software applications
Ability to identify, investigate, assess, document, and resolve software and hardware problems
Business writing skills
Ability to establish and maintain rapport with others
Ability to orient and train
Knowledge of general office procedures