



# Job Description

*Lookout Emergency Aid 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: <b>Medical Receptionist</b>	Classification:
Benchmark Match: Admin Support 3 (80103)	Date Prepared: March 24, 2015

## **JOB SUMMARY:**

The Medical/Dental Receptionist reports to the Manager or designate and works in accordance with the mission and philosophy of Lookout Emergency Aid Society including following Lookout’s Code of Ethics. Duties and responsibilities include a variety of reception, clerical, and medical and dental office assistance in the office; maintain various records, files and related filing systems.

## **DUTIES AND RESPONSIBILITIES**

1. Answer phone and/or in-person inquiries and route to appropriate staff member. Respond to routine queries with regard to the organization and services provided.
2. Intake and process clients. Ensure all appropriate documents are in place for client to be seen by the physician, nurse or dentist. Manage client intake sequence. Completes and maintains related manual and computerized records and documentation by performing duties such as documenting interactions with clients, maintaining statistical data, completing individual client cards, medication charts and accounting forms. Provides related reports as required.
3. Sort and distribute incoming mail, post, fax, and courier, and prepare outgoing mail.
4. Prepare, check and process standard medical/dental office documents. Maintain filing system, log lists, client register and other records, and office supplies. Maintain all necessary records and ensure that documentation is accurate, complete and up-to-date.
5. Provide typing support to staff members as required. Operate a variety of office equipment i.e. computer, printer, copier, facsimile equipment.
6. Ensure that all work areas are maintained in a clean and tidy manner and that required supplies are in stock.
7. Order from appropriate medical and dental suppliers for the clinics and track usage of stock.

8. Assists members with care and services provided outside of Lookout to encourage cooperative, coordinated and supportive work relationships between involved workers by performing duties such as communicating with professional or other workers providing treatment, services or support to each member.
9. Participates as a team member with other staff to ensure a safe and caring environment by performing duties such as responding to emergency issues, attending general and team meetings and supporting others through methods such as sharing of knowledge and information.
10. Assists in providing orientation to new employees or students by performing duties such as familiarizing individuals with the policies and procedures or equipment of the facility and/or work area. Gives tours of services offered by Lookout.
11. Perform other related duties as required.

#### **QUALIFICATIONS:**

##### ***Education, Training and Experience***

Grade 12, Standard First Aid Certificate, six (6) months of office experience that includes reception, clerical, and medical and/or dental office functions.

Minimum of two (2) years' sobriety if having alcohol and/or drug problems.

Crisis Intervention Skills Training an asset.

##### ***Skills and Abilities***

- i. Demonstrated ability work independently.
- ii. Demonstrated ability to communicate effectively both verbally and in writing.
- iii. Demonstrated physical/mental ability to perform the duties of the job.
- iv. Demonstrated ability to operate related equipment.
- v. Demonstrated suitability to work with disadvantaged and challenging adults in a diverse environment.
- vi. Demonstrated initiative and creativity in planning programs and activities.
- vii. Demonstrated ability to organize work.
- viii. Demonstrated ability to provide work direction.
- ix. Demonstrated ability to understand and maintain client/worker boundaries.
- x. Demonstrated ability to deal with others effectively.

As of the signed date, I have read and understood the above job description.

Job Description  
Job of Medical/Dental Receptionist  
Lookout Emergency Aid Society

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Signature

Date