

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 DESCRIPTION – DATA CLERK (Call Out)

Classification: Administrative Services Benchmark: Administrative Support – 80103 Grid: 5	Date Prepared: December 15, 2015 Date Updated: July 19, 2019
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JOB SUMMARY:

The Data Clerk-Callout Worker reports to the Program Manager or designate and works in conjunction with the mission and philosophy of Lookout Housing and Health Society including following Lookout’s Code of Ethics. The Data Clerk - Callout Worker carries out a variety of duties such as word processing, correspondence, phone and electronic, schedule and report tracking, typing, callouts and call recording, maintaining records of casual employees and answering general inquiries related to programs and policies.

DUTIES and RESPONSIBILITIES:

1. Receives requests for emergency relief coverage, allocates and calls in relief staff to fill vacancies resulting from unfilled positions, in accordance with Lookout’s Casual Availability Policy and Procedure and the Collective Agreement.
2. Inputs casual availability updates into employee database (ComVida) and tracks any changes by running reports and notifying Site Manager or designate.
3. Performs record management such as call records, attendance records and minimum yearly availability records as related to casual staff.
4. Corresponds to staff directly during telephone callouts and conversations as well as corresponds through electronic email.
5. Gathers and compiles information as required.
6. Assists and sorts paperwork that should be reviewed by Program Manager or designate either for approval or follow-up.
7. Answers general availability and shift inquiries by telephone or in person from a variety of sources such as union members, coordinators, managers, or directors and provides information about casual policy and procedure as it relates to casual shifts. Refers any issues and problems to Site Manager or designate.
8. Assists with new casual availability and training by performing duties such as obtaining information, completing documentation and liaising with information sources to obtain casual employee information. Schedules and confirms casuals for emergency shift coverage.
9. Contacts Site Manager, On-call Manager or designate and informs of schedule update or changes.

10. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training and Experience

- Grade 12 diploma
- Office Administration Certificate
- OFA 1 First Aid Certificate
- Recent related experience of one (1) year
- OR an equivalent combination of education, training and experience
OR other qualifications determined to be reasonable and relevant to the work.
- A minimum of two (2) years sobriety if having alcohol and/or drug problems.

Skills and Abilities

- Ability to work independently and in cooperation with others
- Ability to communicate effectively both verbally and in writing
- Ability to perform the demands of the job.
- Knowledge of general office procedures
- Ability to operate related equipment.
- Suitability to work with disadvantaged and challenging adults in a diverse environment.
- Ability to organize work
- Ability to type 60 wpm
- Ability to deal with others effectively
- Ability to provide work direction
- Ability to understand and maintain client/worker boundaries

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

Signature

Date