



Job Description

Job Title: Client Services Assistant – Diabetes Education Program

Job Summary

The Client Services Assistant is responsible for providing a wide range of reception, administrative and clerical supports to the organization to ensure the smooth flow of people, information, and communications.

Responsibilities

1. Perform administrative duties related to the Regional Diabetes Education Program including but not limited to:
 - a. Schedule appointments: review all incoming referrals and assign to triage staff person for next steps; develop regular individual and group schedules (on and off site); respond to client calls for booking, cancellations, no shows, and other matters.
 - b. Liaise with external referral sources including: Regional Coordination Centre, referring primary care and specialist's offices, as well as Diabetes Programs at Langs CHC & Woolwich CHC.
 - c. Collect and record client and service delivery data and information
 - d. Create and prepare all new client packages, electronic charts, lab work and consults for first time and ongoing individual and group appointments
 - e. Refer clients to KDCHC or external community resources and other Diabetes Education staff as appropriate
 - f. Coordinate and oversee volunteer administrative tasks: Front desk Diabetes client reception, client survey delivery, demographic forms delivery, faxing, assisting with the preparation of brochures, flyers and other Diabetes promotional materials, new client packages and daily reminder calls to clients
 - g. Maintain supplies, invoices and ongoing orders for the Diabetes Education Program
 - h. Provide leadership in maintaining and overseeing issues with: E-faxing systems, Oceans E-referral system, Automated Reminder Call system, Diabetes Education Program SharePoint site and ADM scanning systems
 - i. Assist with coordination of provider's schedules: maintain individual client and group schedules taking into account staffing availability as affected by off-site service/travel, individual and team meetings, vacation and other scheduled time off such as professional development and other events.
 - j. Collaborate with Volunteer Receptionists & the Coordinator of Volunteer Services to ensure that visitors/clients are welcomed and receive appropriate direction and information. Perform backup reception duties if required.
2. Develop and monitor operating budgets for assigned projects/programs and ensure expenditures remain within budget.

3. As a Student Supervisor, provide orientation, ongoing support, coaching and monitoring in order to meet the requirements of KDCHC and of the educational institution.
4. As a Volunteer Supervisor, provide support, training, monitoring and on-going communication as needed for the volunteer to successfully fulfill their position description.
5. Work during both regular and extended hours (evenings/weekends) and in locations within Kitchener to be determined by KDCHC.
6. Participate in team and staff meetings and other meetings and committee work as appropriate to support both service delivery and organizational goals.
7. Collect, analyze and report on data and relevant information and participate in research as determined by KDCHC.
8. Contribute to the Centre's practices of hiring, orienting and training of staff.
9. Work from a Social Determinants of Health perspective to improve health outcomes for individual clients and/or for the development of community health and well-being, and to reduce health inequities.
10. Work individually and collaboratively in the development and implementation of quality improvement initiatives and activities.
11. Work in a manner that preserves privacy and confidentiality.
12. Work in a manner that ensures client safety and minimizes risk to clients, volunteers and the Centre.
13. Work in a manner consistent with the KDCHC Vision, Mission and Guiding Principles.
14. Work in a manner that demonstrates self-reflection and personal accountability for work performance.
15. Adhere to all KDCHC policies.

Accountability

This position is accountable to the Director of Community Programs & Engagement.

Qualifications

1. Secondary school diploma
2. Post-secondary education in a related field is considered an asset
3. Two years office experience preferably in a community or social service setting
4. Strong organizational and time-management skills.
5. Keen attention to detail.

6. Proficiency in the use of a personal computer and software programs including Microsoft Office, email and internet. Experience with electronic medical records is an asset.
7. Demonstrated ability to communicate effectively in English, both written and verbally.
8. Second language is an asset.
9. Demonstrated ability to work collaboratively.
10. Experience working effectively with culturally and economically diverse populations.

Approved by: Eric Goldberg, Executive Director _____

Date: September 24, 2018