Winchester District Memorial Hospital

VACANCY POSTING

Vacancy:	Business Unit Clerk
Description of Position:	**Temporary** Part-time
Number of Vacancies:	1 Position
Unit:	Various Units
Employee Group:	CUPE Clerical/Technical
Wage Grid:	$29.33 - $30.45
Shift Work:	Yes
Weekend Work:	Yes

Date Posted:	October 23, 2026
Closing Date & Time:	October 30, 2026 at 1700 hours
Reference Number:	#26-168 T-PT BUC VARIOUS

Please note: This is for an existing vacancy

ROLES AND RESPONSIBILITIES

PATIENT SAFETY

Every employee's responsibility is to ensure that the hospital's patient safety goal continues to be the centrepiece of our quality and risk management program and that every patient is treated within a safe environment. To ensure compliance with this goal, each employee must:

- Find, report, and prevent incidents/near misses or adverse effects
- Communicate/report areas of concern immediately to your Manager
- Complete a Near Miss Form or Incident Report to communicate or report incidents or near misses

SUMMARY OF POSITION:

Reporting directly to the Clinical Manager, the Business Unit Clerk (BUC) for the Department is responsible for overseeing the administrative activities, in an organized and professional manner, in order to ensure the smooth running of a well-structured unit. The BUC oversees the day-to-day activities of the unit while handling any problems or conflicts in a professional manner and in alignment with WDMH's Commitment Statement of Compassion Excellence.

NATURE AND SCOPE OF WORK

ESSENTIAL FUNCTIONS:

- Reception, registration, and clerical duties includes, but not limited to:
  - Greet patients/visitors and handle their needs or provide direction
  - Answer patient/visitor inquiries and provides direction as required
  - Schedules and confirms appointments and completes applicable paperwork
  - Perform all necessary administrative task such as handling mail, sending correspondences, and computer tasks such as data entry

- Collect, provide, and co-ordinate patient information as required for the continuity of patient care
- Interact with service providers to support the hospital in its business operations
- Ensure smooth running of the unit, managing internal and external challenges that may jeopardize business flow
- Prepare patient charts on discharge in universal chart order
- Initiating of patient chart at time of registration
- Organization of documentation and chart destruction as required under hospital policy
- Retrieval of patient charts
- Identify chart deficiencies
- Filing of all reports
- Answer nurse call system and dispatches nursing personnel
- Prepare daily patient listing and temperature sheets
- Arrange appropriate transportation and escort to external appointments if required
- Schedule appointments in Enterprise Wide Scheduling system or applicable booking system
- Utilize multiple Hospital systems (Maintains Enterprise Wide Scheduling, Maintains Wait Time Reporting system)
- Responds to emergency situations according to defined procedures
- Create and maintain a neat, professional work environment

UNIT SPECIFIC DUTIES:

Unit specific duties include, but are not limited to:

- Perform all registration/admitting tasks
- Collect and register patient demographic data, including verifying personal information, provincial and secondary insurance information, informing patients of Hospital policies/procedures and services, including any uninsured services
- Facilitate flow of information with Patient Care Team, patients, and families
- Provide relevant and requested patient information as requested, in accordance with WDMH's Privacy Policy (#AJ0300) and Release of Patient Information (#AJ0302 and AJ0303), as well as applicable professional guidelines and laws, including the *Personal Health Information Protection Act, 2004* (PHIPA).
- Transcribe physician's orders to Kardex
- Prepare and maintain record of discharges and or transfers
- Complete appropriate requisitions for diagnostic or therapeutic services
- Respond to patient/family inquiries related to hospital services/charges
- Ensures updates received are communicated to patients and the public, as required
- Works in collaboration within the inter-professional team

SUPPORTS UNIT ACTIVITY:

Supports unit activity duties include, but are not limited to:

- Refer identified patient problems to appropriate healthcare providers or related individuals as appropriate
- Meet with manager Health Records to discuss unit needs, and implements necessary changes
- Participate in new employee departmental orientation
- Participate in departmental CQI activities, continuing education, staff development and unit meeting

OTHER DUTIES:

Other duties include, but are not limited to:

- Organize stock rooms
- Order supplies
- Manage Switchboard
- Porter patients as required
- Miscellaneous job-related duties as assigned or as necessary

QUALIFICATIONS

- Grade 12 Secondary School Diploma
- Completion of a recognized Ward/Unit Clerk program/Medical Office Certification or equivalent experience
- Working knowledge and use of medical terminology
- Must demonstrate discretion and professionalism in responding to inquiries and protecting confidentially patient information and issues
- Proficient and skilled in the use of computers to function in an electronic environment (Clinical Information System)
- Knowledge of various booking procedures preferred
- Demonstrated good attendance record
- Excellent time management skills
- Excellent Communication Skills
- Must be detail oriented, with strong organizational skills
- Must be resourceful and able to take initiative in a changing workplace environment
- Ability to relate well with patients, visitors, members of the health care team and the public
- Ability to multi-task in a hectic environment
- Ability to quick think and make practical decisions quickly and efficiently
- Competent in basic mathematic skills for data entry
- Basic Keyboarding skills
- Good hand eye coordination

ALIGNMENT WITH WDMH COMMITMENT STATEMENT

The duties and responsibilities of this position include alignment with the Winchester District Memorial Hospital's Commitment Statement. It is the Hospital's mandate to ensure that all employees adhere to the following as a duty of their employment:

Our Commitment

We are here to care for our patients with compassion - close to home and with our partners.
We pursue excellence in all we do.
We are one team. We value respect, accountability, innovation, and learning.

APPLICATION INFORMATION

Further information is available from **Sean Burnett at extension #6339.** Interested employees should apply in writing, by email only indicating their qualifications to Brenda Fancey, Corporate Manager - Recruitment, Compensation and Benefits at **bfancey@wdmh.on.ca**. When applying for any posted vacancy it is mandatory that you provide a thoroughly completed Application for Employment or attach a resume with all of the necessary information to assist in determining whether you meet the requirements of the position as outlined on the posting. Failure to do so will result in your application being screened out of the competition.

At WDMH, we want you to experience work that is positive and rewarding -- in a safe, supportive and professional environment. We are driven by Compassionate Excellence and are committed to providing an inclusive and barrier-free work environment. We invite all qualified applicants to explore careers with WDMH.

Accommodations are available on request for candidates taking part in all aspects of the selection process.