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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	SUPPORT SERVICES CLERK
<b>DEPARTMENT:</b>	SUPPORT SERVICES
<b>CLASSIFICATION:</b>	SUPPORT SERVICES CLERK
<b>UNION:</b>	MGEU FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	MANAGER, SUPPORT SERVICES
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

Under the direction of the Manager, Support Services the Support Services Clerk is responsible for accurately and timely processing information to the patient card file (diet changes, food preferences, admissions, and discharges) in the dietary software system; Mitrition. Printing and distributing tray tickets, labels, and reports as required. Performing tray checks/ tray ticket audits, conducting satisfaction surveys and preferences questionnaires with patients/families. Engaging in effective and clear communication with all staff (by telephone or face-to-face) as well as through written communication (email or fax). Participate in maintaining the organization's safety and quality control procedures. May also be required to assist with meal tray preparation and transport of meal carts.

The position of Support Services Clerk functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Completes and/or distributes patient preference forms, substitution notices, and diet order clarifications as required.
- Completes tally and forecasts food items for beltline and cook's areas.

- Communicates with the Clinical Dietitian on site to report concerns relating to diet orders, nutrition risk screening and other relevant issues.
- Operate and maintain equipment according to safe operating procedures.
- Completes assigned tasks according to designated timelines.
- Participates in information and education training sessions.
- Communicates service concerns to supervisor and team in a timely and accurate manner.
- Assist Regional Food Services & Menu Development Dietitian with data entry related to Selkirk Regional Health Centre patient menu in Mitrition as required.
- Report any concerns related to computer terminals, printers, or Mitrition software to the Support Services Manager/Digital Shared Services Help Desk/Mijava Support Team as required.
- May interact with patient/resident and family members to monitor satisfaction, obtain food preferences and assist patients with menu selections and personalized diets.
- Maintain a clean and organized work space.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- May be required to perform other duties and functions related to this job description, not exceeding the above stated skills and capabilities.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Grade 12 or equivalent, Manitoba standards are required.
- Completion of a recognized secretarial course or combination of education and experience.
- Valid Food Handlers Certificate required or be willing to obtain within 3 months of hire.

**EXPERIENCE REQUIRED:**

- Three (3) years' experience in food service is preferred.
- Must be able to read, write, and speak English effectively, with the ability to follow oral and written instructions.
- Proficiency in Microsoft Office (Word, Excel, Outlook, and PowerPoint) and Internet applications is required.
- Demonstrated experience in the areas of direct patient care, nutrition screening, diet modifications, and patient education is preferred.

**SKILLS/COMPETENCIES:**

- Use of computer terminal, fax, and telephone for long periods of time.
- Ability to work as a team member and independently in a time-sensitive environment.
- Demonstrate organizational skills, and the ability to work independently.
- Demonstrate effective communication skills.
- Flexibility to facilitate changes in techniques and procedures.
- Ability to display independent judgment.
- Ability to respect and promote a culturally diverse population.

- Maintain confidentiality on all matters relating to staff, patients, and residents of Selkirk Regional Health Centre.
  - Maintain standards of operation established by the facility.
  - Compliance with PHIA and FIPPA legislation to ensure confidentiality is maintained in all matters pertaining to the Interlake-Eastern RHA, clients, family members, and staff.
  - Adherence to departmental and Interlake-Eastern RHA-specific standards, policies and procedures.
  - Adhere to workplace safety and health policies, procedures, hand hygiene, and safe working procedures.
  - Valid Manitoba drivers license.
  - Mental and physical ability to meet the demands of the position.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS**

- Involves in some intermittent standing, walking, and carrying.
  - The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

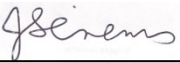
**PATIENT SAFETY**


- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

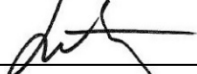
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Created: July 2024  
Date

Revised: \_\_\_\_\_  
Date

Approved by:  July 19, 2024  
Regional Manager/ Supervisor Date

Approved by:  Sept 4, 2024  
Regional Lead/ CEO Date

Reviewed by:  September 9, 2024  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*