



JOB TITLE: Unit Clerk
REPORTS TO: Manager, Health Services
DEPARTMENT: Health Services
LAST UPDATE/REVIEW: August 13, 2026

PREAMBLE

As a leading senior's residence and provider of senior's continuing care services and programs, Canterbury Foundation (the "Foundation") shares with seniors the "Promise of Home". Person-centered care is the foundation for all we do in providing safe, quality care and other human services. We provide a home where seniors experience peace of mind and feel like family. All persons are treated with dignity and respect in every interaction. Working for Canterbury Foundation requires that employees exhibit the highest standards of personal behavior and ethics in every interaction that instill confidence and trust and not bring the Foundation into disrepute. The honesty and integrity of Canterbury Foundation demands the impartiality of employees in the conduct of their duties.

POSITION SUMMARY

The Unit Clerk reports to the Manager, Nursing or designate and is accountable for performing day-to-day support of the Health Services Department including, but not limited to; data entry, various clerical and receptionist duties for the nursing unit. The position involves a high level of interaction not only with residents but with nursing staff and other medical/clinical professionals supporting our resident care programs. The Unit Clerk is instrumental in facilitating communication with internal and external stakeholders.

KEY RESPONSIBILITIES

I. HEALTH, SAFETY AND WELLNESS

- Committed to knowing, understanding and reviewing your workplace hazards as identified by your Workplace Hazard Assessment, Joint Workplace Health and Safety Committee and as outlined in Canterbury Foundations Policies and Procedures.
- Participates in making the workplace a safe environment for staff and residents by reporting unsafe conditions, knowing your rights as an employee to refuse unsafe work, and by participating in training, events and committees.
- Wear appropriate personal protective equipment, footwear and apparel for your role and responsibility for your work day (being mindful of hazards approaching and leaving the workplace).

II. JOB DUTIES AND RESPONSIBILITIES

- Administers staffing schedules and reconciles payroll entries for review and approval by the Manager, Nursing or designate.
- Interprets the Collective Agreements in Scheduling and Payroll duties in collaboration with the Manager, Nursing or designate.

- Administers CVP delegations with the direction of the Licensed Practical Nurse (LPN) or Manager, Nursing or designate.
- Assists with processing of all physician orders with the direct supervision of the RN on duty or the Manager, Nursing or designate.
- Coordinates resident appointments with contracted stakeholders (i.e. physician clinics, residents and visitors) as required.
- Maintains accurate documentation in accordance to Canterbury Foundation's record management system as it pertains to resident care, staffing, and other duties.
- Maintains all clerical needs for nursing staff including but not limited to resident records; prepares/files k as assigned by the RN or Manager, Nursing or designate
- Observes and reports pertinent conditions, behaviours and activities of residents to RN on duty or Manager, Nursing or designate.
- Maintains the confidentiality of residents, residents' families and Canterbury Foundation affairs.
- Maintains all ordering for Health Services with the approval of the Director, Health Services or designate.
- Administers Resident Private Billing with the direction of the Manager, Nursing or designate.
- Works collaboratively with other departments in coordinating clerical activities.
- Provides coverage of front desk Reception as required
- Handles other clerical and administrative tasks as assigned for the Health Services Department.

QUALIFICATIONS

- Be a graduate of a recognized administrative assistant/Unit Clerk certification or related program equivalences will be considered.
- Excellent written and oral skills including medical terminology. Previous work experience with Point Click Care and CVP would be an asset.
- Must have at least 6 months experience in processing of AHS authorizations and updating HCAs "to do list" and care plans.
- Intermediate PC/Computer skills with a solid understanding of MS Office (Outlook, Word, Excel, and PowerPoint).
- Have a minimum of one year experience in a general medical/ clinical office general office or unit clerk experience.

COMPETENCIES

- Ability to maintain records to reflect accurate and timely reporting.
- Ability to secure environment and information concerning residents and kept confidential.
- Communication among clinical team members is at a high degree of accuracy.
- Demonstrate an awareness of accident and injury prevention; adhere to safe work practices and procedures
- Demonstrate a commitment to customer service and professionalism by being caring and courteous to residents, families, visitors and co-workers
- Be able to work within a team and contribute to a positive work environment.
- Ability to handle duties quickly and simultaneously.
- Possess excellent communication (written and verbal in English) and strong interpersonal skills.
- Demonstrate an ongoing commitment to professional development.
- Demonstrate ability to handle stressful situations calmly.

Director Name

Director Signature

Date: _____