



The Hamilton Niagara Haldimand Brant Community Care Access Centre is pleased to present the following career opportunity:

## RELIEF SUPPORT STAFF

*We offer meaningful work, in a team based environment, complete total compensation and programs to support work-life balance.*

### Locations Available:

**Hamilton, Niagara, Haldimand-Norfolk, Brant, and Burlington**

### POSITION SUMMARY:

Responsible for providing broad administrative and clerical assistance to case management teams; for linking the case managers to the client's and/or external stakeholders; resource of information for client's and/or external stakeholders. There are two functional areas within Case Management, they are: Community and Access. Within the Community Case Management are specialty teams to address some of the unique service needs in our service area. Access refers to the Intake Case Management functions performed through our hospitals, community intake and after hours Case Management Assistants.

### CORE DUTIES AND RESPONSIBILITIES:

1. **Provision of Functional, Clerical & Administrative Support to Case Managers**
  - Communicates with all members of the team to ensure information is distributed and obtained appropriately. Collects sorts and distributes mail, various forms, lists and documents to and from Case Management staff and agencies.
  - Triage referrals to the appropriate teams
  - Obtains and confirms consent regarding referrals
  - Validates the client's OHIP card number
  - Maintains an efficient filing system of confidential client records and related information ensuring availability when required by Case Management staff.
  - Provides telephone and voicemail support within designated client service teams on behalf of Case Management staff by taking and relaying messages, referring calls to an available Case Manager or taking action in response to caller's needs where appropriate.
  - Provides information to client and others regarding programs, services, benefits, procedures and other related information.
  - Follows established guidelines, when assigning new or transferred client files to the appropriate staff and prepares client charts and client assessment packages.

- Processes requisitions, service/supply/ equipment orders, client privacy letter, school letters and other form letters and documents related to client services for Case Manager's authorization.
- Uses computer program or faxes service orders and Case Manager's assessments to ensure delivery of services.
- Orders specific medical supplies – IV supplies, VAC supplies and equipment as authorized by a Case Manager
- Liaises with staff, service providers, clients, physicians, pharmacies and suppliers regarding client's service status, deliveries, discrepancies and delays in provision of supplies or services.
- Enters data and/or accesses client information system as required (e.g. discharge, on hold, rejected entries, corrections, admit/non admit, registration/intake, change of address/transfer).
- Processes cancellation of client services upon discharged from CCAC.
- Works collaboratively with Case Managers to maintain flashes and calendars
- Enters changes regarding scheduled visits.
- Books/changes routine home visit, client/family conferences, and reserves conference rooms as directed by Case Managers.
- Arranges client transportation (ambulance) as authorized by Case Managers.
- Maintains service wait lists, assigns service providers according to wait list order and authorization from case managers.
- Reviews client records following discharge to ensure completeness and order, and initiates appropriate action, i.e., preparing forms, notifying service providers.
- Maintains an inventory and monitors use of parking vouchers.
- Compiles statistical data for management purposes.
- Investigates and authorizes suspended billing on Report 50.
- Maintains team in/out schedule.
- Maintains organized and stocked work environment with regard to office supplies and/or forms. Maintains stock cupboard and clinics/wards with regard to medical supplies.
- Initiates and monitors drug cards.
- Orders, discharges or renews equipment as authorized by Care Managers.
- Processes service orders and maintains market share log for the provision of nursing, therapy and homemaking services.
- Monitors routine service extensions and obtains authorization for continued service.
- Problem solves billing discrepancies with service providers at the direction of the Case Manager.
- Answers telephone inquiries related to service orders and/or changes in billing from service providers.
- Is responsible for providing micro-transcription services as needed.

## **2. Other Related Activities:**

- Collaborates with team members regarding workflow coverage.
- Provides coverage regarding workflow issues within the case management department.
- Acts as a resource for internal and external stakeholders
- Follows up regarding contracts regarding private schools and quality department.

- Precepts new staff. Acts as a resource to other staff to assist in orientation, implementing change and problem solving.
- Assists with projects and new initiatives as they relate to position.
- Participates in education events
- Participates on committees.

**Please forward your resume and cover letter,  
quoting the correct Competition number the subject line of your email.**

**to [careers@hnhb.ccac-ont.ca](mailto:careers@hnhb.ccac-ont.ca).**

**Hamilton Branch: #U.11.13-1**

**Niagara Branch: #U.11.13-2**

**Haldimand-Norfolk Branch: #U.11.13-3**

**Brant Branch: #U.11.13-4**

**Burlington Branch: #U.11.13-5**

## **REQUIREMENTS**

### **Education:**

- Completion of Secondary School, plus additional administrative/secretarial courses
- Completion of courses related to the health care field preferred
- Medical terminology course or experience
- Micro-transcription course preferred

### **Experience:**

- Minimum two years previous experience in similar or related position
- Experience with medical supplies is an asset for access case management

### **Skills:**

- Problem solving and decision making skills
- Interpersonal and customer service skills
- Team building
- Public relations
- Collaboration with internal and external stakeholders
- Planning and organizational skills
- Flexibility during transition
- Computer proficiency
- Ability to work in a group environment (team setting) with frequent interruptions, multiple demands and deadlines

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