



EMPLOYMENT OPPORTUNITY

Job Title: Patient Travel Clerk

Location: Health Department, Penelakut Island

Job type: Full-time, permanent - Monday – Thursday 7:45-4:15 (evenings and weekends as required)

Salary Range: \$38,000 - \$41,000 per year

Process: Email cover letter and resume to bandofficereception@penelakut.ca

Deadline for Applications: the posting is open until the position is filled

POSITION SUMMARY

Penelakut Tribe is recruiting a **Patient Travel Clerk** to provide and coordinate transportation needs, in accordance with approved guidelines, for PT members on Penelakut Island and other communities requiring medical transportation including but not limited to managing hotel bookings, and costing of transport and accommodation, meals and other travel related expenses.

The **Patient Travel Clerk** reports to the Health Director.

DUTIES AND RESPONSIBILITIES

- Arranges travel related to medical appointments such as accommodations, meals and mileage;
- Coordinates patient travels/non-insured health benefits (NIHB) in accordance with First Nations Health Authority (FNHA) guidelines;
- Maintains and updates the Medical Transportation Log in the First Nations Health Information System and completes and submits approved reporting to the FNHA on a monthly basis;
- Arranges patient escort services and accommodation for eligible patients (following a doctor, nurse or community health professional's request where health must be monitored during travel) following PT policies and procedures;
- Coordinates health appointment transportation to ensure maximum cost effectiveness, where possible;
- Assists health care professionals arrange for ground, water or air travel as required, including Medevac;
- Provides patients with appropriate patient transportation forms and develop a system to ensure forms are returned in a timely manner with all required receipts attached (accommodation, meals, taxis, etc.). Assists in the completion of patient transportation forms as required;
- Arranging for medical travel advances as required;
- Prepares, maintains and secures all patient travel files;
- Maintains an updated list of approved accommodation;
- Makes arrangements for eligible patient accommodation before and after health or medical treatment, if required;
- Completes and submits patient travel cheque requisitions for patient travel related expenses such as meals, fuel, etc.;
- Drafts, edits, keyboards and files a variety of documents including notes, correspondence, minutes and reports;
- Prepares and submits purchase orders to approved hotels, grocery store, drug store for patient accommodation, expenses or medical supplies;
- Receives and matches invoices with purchase orders for submission to Finance for processing;
- Prepares and submits monthly transportation related reports to the Director;
- Gathers information to answer questions and provide details regarding medical travel options, and offer suggestions for cost-effective, appropriate travel arrangements;
- Responds to routine and non-routine health related travel requests in a timely manner;
- Discusses routes, time schedules, covered rates and accommodation provisions for community members including those preferring to make own arrangements;
- Advises patients of special requirements surrounding travel arrangements such as documents required, or current security restrictions;
- Contacts patients prior to travel, to ensure they can and will meet the arranged travel schedule;
- Accepts and deals with emergency calls outside of normal office hours;
- Tracks eligible patient travel costs and issue payments;

- Provides timely and relevant information and updates for inclusion in newsletters, social media and other means of communication. Provides information and updates for inclusion in community meetings, if required;
- Attends relevant training and workshops identified by the Director to enhance program services;

EDUCATIONS AND EXPERIENCE

- Grade 12 graduation or GED;
- Experience working within a First Nation organization;
- Experience keyboarding; creating and manipulating word documents, spreadsheets, data bases and other computer applications;
- Experience planning and coordinating travel an asset;
- Class 5 driver's license plus a clean driver's abstract and appropriate insurance an asset;
- Clean criminal record check with Vulnerable Sector required.

KNOWLEDGE, SKILLS AND ABILITIES

- Advanced interpersonal and organizational skills and extremely detail-oriented;
- Advanced verbal and written communication skills including the ability to provide, obtain or follow clear, concise and accurate information orally and in writing (including spelling, grammar, context and structure);
- Ability to deal with emergencies and stressful situations in a calm and professional manner;
- Ability to provide, obtain or follow clear, concise and accurate information orally and in writing;
- Ability to establish and maintain respectful, cooperative and productive working relationships with a variety of individuals to complete work assignments
- Ability to maintain organized office systems, including electronic file management;
- Ability to work independently with limited direction, act on own initiative, and meet deadlines;
- Ability to maintain strict confidentiality and to exercise sound judgment and discretion when dealing with sensitive issues;
- Ability to deal effectively and efficiently with occasionally aggressive or demanding individuals to provide or obtain information to clarify or resolve issues;
- Ability to following safe work procedures;
- Strong work ethic including the ability to take initiative; to attend work on a regular and consistent basis, and to demonstrate a collaborative approach to problem solving.

Thank you for your interest in this position, only those short listed will be contacted further.