

COVID-19 Immunizer/Clinic Admin/Immunization Phone Response

ROLE:	COVID 19 Immunization - Immunizer/Clinic Admin Support/Phone Response
PROGRAM	Immunization
LOCATION	COVID-19 Immunization Program locations as assigned

Hours of work: up to 35 hours/per week

Anticipated Date of Hire: April 26, 2021

Position Duration: Anticipated to last up to August 31, 2021, which may be subject to an extension.

Salary: \$20.04/ per hour

Purpose:

To support the Region’s COVID-19 Vaccination Program in various roles by including immunization, clinic administration and/or phone response to Simcoe Muskoka residents in community clinics or via telephone to ensure excellent client service experience.

Education:

- Currently enrolled in and the successful completion of a minimum of 2 full-time years of BScN program including completion of courses in pharmacology and health assessment.

Working Conditions:

- Personal Protective Equipment (PPE) must be worn as required based on role and location of work.
- Submission of an original and acceptable Criminal Records Check.
- Valid driver’s license and reliable vehicle or the ability to travel in a timely and efficient manner to locations within and outside the health unit district.
- Flexibility in work schedule, including evenings and weekends, is required.
- Location of work include various recreation and community centres across Simcoe Muskoka and in SMDHU offices.

Duties:

Immunizer

- Support large-scale immunization program in response to the COVID-19 Pandemic.
- Safely administer vaccine according to standardized protocol and medical directive as an unregulated health care provider.
- Record details of the vaccine dose and lot number within an electronic system, ensure required documentation, safe practices and adherence to all applicable policies and procedures.
- Respond to patient queries and concerns.

- Provide education and information on COVID-19 vaccine, as required.
- Work with the clinic manager and coordinator to maximize the efficiency of the immunization areas.
- Work collaboratively with other Public Health colleagues, health professionals and agencies (e.g. physicians, local hospitals, long term care facilities and community health agencies, workplaces).
- Duties and responsibilities in this role are subject to change based on operational requirements, emergency response and Ministry directives.
- Perform other duties as required including immunization aftercare and support overall clinic flow.

Clinic Admin Support

- Confirm client's appointment in appointment system.
- Obtain consent for collection and use of personal information.
- Enter/Confirm client's personal information in the COVAX system & Check them in.
- Direct clients to the pre immunization waiting area once checked in.
- In the event of a computer malfunction, carry out the registration process using paper consent forms.
- Arrange consent forms in order of arrival at clinic and in alphabetical order at the end of the clinic if used once client is no longer in after care.
- Assist with clinic set up and take down.
- Ensure signage is in place for smooth running of clinics.
- Check people out in the COVAX system, provide them with the receipt and book client's follow up appointment if needed.
- Other duties as assigned to ensure effective running of the immunization clinic

Phone Response

- Phone response duties to support prospective clients with information regarding COVID 19 vaccines, eligibility and appointment booking.
- Documents and records phone calls as required in the COVAX system or agency documentation systems as required.
- Works collaboratively with other Public Health colleagues to provide effective customer service experience and transfers calls as per program guidelines to other SMDHU phone response employees based on complexity of client identified needs.

Preference will be given to candidates with the following qualifications which are considered assets in this competition:

- Previous employment in client health or care settings
- Ability to provide service in French

Deadline for applications: 4:00 p.m., Tuesday, April 20, 2021

If interested in applying for this position, forward résumé with cover letter to Human Resources at HRCOVID19@smdhu.org referencing **COVID-19 Immunization - Response** in the subject line.

Due to the large volume of applications we receive, and to ensure your application is given due consideration, we kindly request all applications for this position include both an up-to-date resume, and a detailed cover letter including specific examples of how you meet the required qualifications and skills for this position. The cover letter is to clearly identify:

- a. How your education meets the educational requirements listed.
- b. How your experience meets the experience requirements listed.
- c. How your experience meets each of the required knowledge, skills and abilities listed.
- d. How your education and/or experience meet each of the listed assets, which are considered preferences.

Applicants who fail to satisfactorily provide the information requested above in their cover letter will be deemed to not meet the minimum job requirements listed in this job posting. Accordingly, their application will not be considered in this competition.

If selected for an interview, candidates may be assessed through testing and/or by providing a presentation/portfolio highlighting examples of their work that is applicable to the position being applied to.

The Simcoe Muskoka District Health Unit is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process upon request. Due to the number of qualified applications we receive, only those selected for an interview will be contacted.

All candidates must be legally entitled to work in Canada.