



SECURITY/INTAKE WORKER

Position Summary:

Working within the context of a client-centered approach, the Security/Intake worker will provide intake services, triage patients and provide security for the medical clinic and other VNHS programs in emergency situations.

Security Responsibilities:

- Establish good relationships with patients and maintains a positive waiting room environment.
- Assist as a chaperone or as a witness in an exam room when called upon, for the safety and benefit of both patient and physician.
- De-escalate volatile situations.
- Ensure the departure of any individual from clinic who poses a threat to other patients or staff.
- Monitor the waiting room, exam rooms, bathrooms, and parking lot for security problems and respond accordingly.
- Contact police/ambulance in case of emergency.
- Follow procedures for opening and closing the clinic and ensure the clinic is secured before leaving.

Intake Responsibilities:

- Greet and triage all patients.
- Screen all persons requiring access to administration offices.
- Monitor the volume of patients.

Other Responsibilities:

- Update electronic medical record with new contact information.
- Responsible for taxi vouchers and bus tickets.
- Assist primary care clinic assistants with phone calls and clerical duties when time permits.
- Assist with the training of new security/intake persons.
- Maintain clinic supplies and ensure tidy waiting room and surrounding area.
- Sign for deliveries and direct to the appropriate person.
- Assist with the pickup of lab specimens.

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- Witness urine collection for same sex patients as required.

Core Competencies:

Commitment, Aboriginal centred approach, communication

Qualifications:

- Minimum one year experience working with Aboriginal peoples in a low barrier environment
- Excellent interpersonal and written communication skills
- Ability to work independently and collaboratively with a multi-disciplinary team
- Skill in using a variety of office equipment and computer software
- Knowledge of the social, emotional and health related issues affecting the population, such as poverty, homelessness, serious substance misuse, violence and mental illness
- Knowledge of community resources relevant to client needs
- Ability to effectively and safely resolve crisis situations
- Knowledge of Aboriginal health, history and traditions

Position and Wage:

Casual position. Hours of work may include evening hours.

Wage commensurate with experience.

Contact Information:

Please forward a current resume and cover letter to:

Vancouver Native Health Society

ATTN: SI-clinic

hra@vnhs.info

Submission Deadline: open until filled