Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Clerk 1 (Telecomm) - Switchboard
2 Part-time Positions

WHO WE ARE:
Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a public hospital that provides inpatient, outpatient and consultation services for people with complex mental illness. Our patients benefit from a recovery-oriented environment of care built on compassion, inspiration and hope. We engage in research, education and advocacy initiatives to advance the mental health care system and are proud to work with partners across the continuum of care. If you thrive on innovation and positive change, and share our vision of Recovering Best Health, Nurturing Hope and Inspiring Discovery, Ontario Shores is the place for you.

POSITION DESCRIPTION:
Ontario Shores Centre for Mental Health Sciences is seeking 2 part-time Clerk 1 (Telecomm), to perform switchboard operator and reception duties for the facility..

The position being recruited for will be reponsoible for the following:

- Screening and directing multi line telephone switchboard calls to the facility, transferring calls to correct extensions, taking messages verbally or electronically, paging staff in emergency situations or as instructed, placing long distance calls, keeping logs/records.
- Responding to Emergency alarms and alerting appropriate emergency response team.i.e. FIRE, POLICE, AMBULANCE.
- Responding to Pharmacy, ward and oxygen alarms and taking appropriate action immediately.
- Performing and recording facility wide Key and radio control.
- Updating and accessing computerized phone/staff listing to retrieve numbers.
- Receiving visitors to the facility, e.g., tradespeople, the public and clients. Verifying identification and directing to the appropriate staff member or area.
- Performing miscellaneous call-in duties such as initiating fan-out list, calling in grounds keeping staff and contractors as instructed, and maintaining call-in log.
- Performs other related duties as assigned.
- Responsible to recognize and report patient, staff, and environment safety issues, identify and implement preventative and corrective actions, within the scope of this role.
- Demonstrates ability to perform the physical demands of the position
- Provide coverage for Stores and the mailroom when required

QUALIFICATIONS REQUIRED& PREFERRED:

- Completion of Gr. 12 or recognized equivalent
- Excellent ability to understand oral and written instructions effectively
- Strong knowledge of multi-line switchboard and receptionist procedures to provide reception services to the facility by stacking, forwarding and transferring calls to staff
- Knowledge of 2-way radio and public address systems an asset.
- MediTech knowledge required.
- Excellent oral and written communication skills to screen and direct multi line telephone calls throughout the Centre and to receive visitors to the front desk. Written communication skills to receive and send messages to staff electronically via email. Job requires strong interpersonal skills to respond to callers and visitors with courtesy.
- Exceptional Customer Service skills
- Strong prioritizing and multi-tasking skills
- Previous experience responding to Emergency alarms and alerting appropriate emergency response teams a strong asset
- Ability to identify and clarify vague inquiries/requests.
- Job requires the ability to perform physical demands of the position and maintain good attendance.
- Tact and a calm demeanor to deal with irrate/difficult callers and patients is a must.
- Strong computer skills (MS Office, Outlook, Meditech)

Classification: Clerk 1 (Telecomm)
This position is part of the OPSEU bargaining unit

Salary Rang $20.93 – $23.43 per hour
Hours of Work: up to 22.5 hours per week

Competition #: 54-14 - 55-14

Posting Date: January 15, 2014
Closing Date: January 28, 2014

HOW TO APPLY:
Please forward your resume by the closing date to:
Ontario Shores Centre for Mental Health Sciences
Human Resources Department - **Competition # 54-14 – 55-14**
700 Gordon Street, Whitby Ontario L1N 5S9
Fax 905-430-4036 ** Email: hr@ontarioshores.ca

Personal information you provide to Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is collected pursuant to the Public Hospitals Act R.S.O 1990, c. P.40. It will be used for the purpose of determining eligibility for employment. At all times it will be treated in accordance with the provisions of the Freedom of Information and Protection of Privacy Act. If you have questions about the collection of your personal information, contact the Leader, Privacy & Access at 700 Gordon St. Whitby, ON L1N 5S9; 905-430-4055 ext. 6712 or refer to the Privacy & Access pages on the Ontario Shores website.