

Screener – Covid-19 Telephone Screener

Part-Time Temporary Contract – 3 hours daily M-F

Expected to Start December 2021 – ending March 31, 2022 - \$19 per hour

JOB SUMMARY

The Covid-19 Telephone Screener is responsible for conducting telephone calls for Belleville and Quinte West Community Health Centre Clients to pre-screen clients prior to scheduled appointments utilizing the approved Ministry of Health Covid-19 screening tool. These telephone calls will be conducted from an on-site location at either the Belleville or Quinte West location.

The Covid-19 Telephone Screener utilizes both Primary Care and Community Health Care team appointment schedules to ensure that all clients are pre-screened for Covid-19 and are aware of the directions to follow about appointments when arriving for appointments at the Centre. Training will be provided.

ACCOUNTABILITY

This position is accountable to the BQWCHC Manager Clinical Services.

KEY AREAS OF RESPONSIBILITY

- Using Ministry of Health approved COVID-19 screening tool, screen individuals by telephone prior to accessing both BQWCHC locations
- Liaise with BQWCHC staff about screening outcomes, as necessary
- Confirms 'next steps' with clients, based on results
- Triage and direct any other client questions to appropriate BQWCHC staff
- Help to promote awareness among clients of infection prevention and control practices when on-site
- Help evaluate the process to ensure the safety of all entering the building
- Present a friendly, patient, positive attitude toward clients, guests, and staff
- Other duties as assigned

QUALIFICATIONS

- Demonstrated proof of full Covid-19 vaccination is required
- Experience with customer service experience required, particularly phone-based work
- Experience in a community agency – with experience in a healthcare setting, an asset
- Excellent interpersonal and communication skills and ability to speak, read and write in English
- Ethical understanding of confidentiality and privacy of patient information
- Demonstrates understanding and acceptance of diverse populations
- Demonstrates understanding of marginalized communities and health needs
- Must be open-minded and non-judgmental
- Ability to work effectively and efficiently, both independently and as part of a team

APPLY

To apply for this opportunity please forward your resume and cover letter electronically to hr@bqwchc.com by Friday November 26, 2021 at 5 pm. **Within the subject line of your email, please indicate the position title for which you are applying.**

BQWCHC is an equal opportunity employer. If you require accommodation to participate in the hiring process, please call 613-962-0000 x 203 or email hr@bqwchc.com. For more information visit our website at www.bqwchc.com.

We thank all applicants however, only those selected for an interview will be contacted.