**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Clinical Placement Assistant

**Job Number:** A-348

**NOC:** 1241

**Band:** 5

**Department:** Trent/Fleming School of Nursing

**Supervisor Title:** Dean, Trent/Fleming School of Nursing

**Last Reviewed:** March 12, 2018

**Job Purpose**

Reporting to the Dean, Trent/Fleming School of Nursing and with guidance from the Placement Coordinators, the Clinical Placement Assistant performs a range of clerical and administrative services to support the clinical placement process at both the Peterborough and George Brown sites.

The Clinical Placement Assistant assists with the organization and completion of the clinical placement process. This may include communicating with agency, faculty personnel and students as well as recognizing and problem solving placement conflicts, in consultation with the Placement Coordinators. In order to provide effective and efficient services it is expected that the incumbent provide timely service to clients, maintains confidentiality, and use diplomacy and tact regarding internal and external relations.

**Key Activities**

**Administrative Support**

1. Prepares and distributes appropriate forms and request sheets.
2. Maintains a tracking system to ensure clinical placement requests are finalized, in a timely manner, by completing follow-up calls to placement providers as required.
3. Distributes agency orientation and requirements information to students and faculty.
4. Prepares insurance requests.
5. Identifies and addresses overlaps in clinical placements.
6. Runs reports and disseminates information as directed.
7. Tracks affiliation agreements and assists with signing process at Trent University.
8. Prepares group and schedule information for receiving agencies each term.
9. Creates, maintains, and updates electronic databases for documents and mailings.
10. Maintains complete records and non-record filing systems for all required documentation (insurance, WSIB) related to organizational liability associated with clinical placement agreements ensuring FIPPA, HSPnet and university confidentiality standards are met including archiving and retrieval of documents.
11. Assists in developing infrastructure and maintaining electronic database and hard-copy filing system for information about students, instructors and placement partner sites
12. Prepares correspondence, of a confidential nature, as directed including preparation and distribution of preceptor appreciation material.
13. Books appointments for the Placement Coordinators, as required.
14. Assists with the invitations to Student Poster Presentations
15. Ensures a safe and healthy work environment by complying with the university health and safety policies, standard practices, and programs in keeping with occupational health & safety legislation and regulations.

**Coordination of Clinical Placement Processes and Activities**

1. Enters, organizes and tracks clinical placement requests for Nursing Programs into the HSPnet database in collaboration with the Placement Coordinators
2. Works with the Placement Coordinators to ensure accurate entry of requests.
3. Enters and edits information into the HSPnet system including updating course information, establishing new cohorts for all programs, ensuring faculty and student lists are accurate.
4. Participates in the planning and organizing of cyclical activities associated with clinical operations, e.g., orientation sessions, preceptor workshops, professional development events and student recognition events and activities.

**Liaison and Communication**

1. Liaises with organization to confirm details of placement and student/ instructor orientation and onboarding processes.
2. Triages instructor and student queries re: clinical placements and forwards any unresolved issues to the appropriate persons

**Other**

1. Acts as back-up to other support staff as needed during peak periods and absences
2. Other related duties as assigned.

**Education**

College Diploma (2 year) in Business Administration, Office Admin-Health Services or related field.

**Experience Required**

* Minimum three years of experience in client service and administrative work in a busy environment with a diversity of people and exposure to unexpected situations/requests; experience with developing and maintaining a database and ongoing database management.
* Experience with problem solving, conflict resolution and maintaining confidentiality of sensitive information.
* Proficiency in the use of Microsoft Office, especially Outlook and Excel.
* High level organization and time management skills; ability to prioritize work.
* Must be able to carry out a client service approach and be able to balance tasks with frequent interruptions and requests for assistance.
* Excellent English, oral and professional written communication skills.
* Effective interpersonal skills; ability to work independently and as part of a team.
* Accuracy and attention to detail in collecting information and preparing documents and reports.
* Ability to work in an environment where diversity of people and situations are encountered.