

Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

**Registration Clerk/Screeener Site Lead – Vaccine Clinic  
4 Full-Time (35 hrs/wk) – 3 month contract (Temporary position)**

**Reporting To:** Manager – Vaccine Clinic

**Purpose:** Bring your passion to be part of the solution out of the COVID pandemic! The vaccine clinic Registration Clerk/Screeener will participate in the role of Screening and Registering Clients to the vaccine clinic.

**Screeener-Role Responsibilities:**

- Screens for any COVID-19 related symptoms as per Ministry of Health and Toronto Public Health guidelines
- Adheres to IPAC standards and protocols when screening and monitoring line-ups
- Facilitates crowd control and flow into the clinic, ensuring physical distancing of at least 2 meters is maintained between clients while waiting in line to enter the clinic
- Screens clients for eligibility based on Ministry guidelines and eligibility criteria
- Provides client with a mask; if client is already wearing a mask, asks client to remove it or place the new mask over it
- Refers clients who fail the screening protocol or have questions to the appropriate staff member (e.g., Site lead or Medical Support).
- Directs clients to registration; asks clients to sanitize hands before entering clinic.
- Determines whether the client has any accessibility needs (e.g., mobility issues, sight or hearing impaired, need for a translator) that require additional supports and refers to the appropriate staff member (e.g., Site lead, Registration staff or Medical Support).
- Deescalate clients and inform site leads as necessary.

**Registration -Role Responsibility**

- Verifies the client's appointment in Verto and registers client on COVAX EMR system
- Confirms documentation for registration (Health card, photo ID)
- Checks documentation against correct criterion, ie check the health card or other identification against information in COVAX and Verto appointment booking system
- Obtains consent for vaccination, participation in COVID-19 research
- Refers clients to appropriate clinic staff members for discussion of any potential contraindications to vaccination or questions (e.g., Site lead or Medical Support).
- Deescalate clients and inform site lead as necessary.

### **Site lead-Role Responsibility:**

- Work closely with Charge nurse to account for vaccines for the day
- Review appointments daily
- Answer phone calls, provide guidance and direction to clients
- Coordinate with other Community Vaccine Clinics
- Differentiate between types of Vaccine appointments for the day
- Direct and guide registration clerks and screeners
- Review guidance set out by Ministry for eligibility daily
- Provide leadership for the team

### **Educational and/or Professional Qualifications:**

- Successful completion of Diploma or Degree from an accredited academic institution or currently enrolled in College/University.

### **Level of Experience:**

- 1 – 3 years in the customer service experience
- Experience working in a team environment
- Administrative experience an asset

### **Skills and Attributes**

- Demonstrated strong communication, customer service and interpersonal skills
- Thoroughness and attention to detail
- Flexibility and adaptability
- Problem solving and decision-making skills
- Sound judgment and conflict management skills
- Reliability and punctuality
- Demonstrated ability to work co-operative with a variety of people in a team environment
- Able to work in a fast-paced environment with the ability to multi-task
- Second language(s) is an asset

### **Significant Working Conditions:**

- Availability to work a variety of shifts (days/evenings), 7 days per week
- Willingness to work both indoors and outdoors and to stand for extended periods of time
- Willingness to wear protective apparel (mask, gloves and gowns)

**Remuneration:**

Pay Band K: \$18.58 - \$21.38

**Please note:** All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

**Please reply in confidence to HR:**

By email: [hr@schcontario.ca](mailto:hr@schcontario.ca)

**Note: Please quote *Registration Clerk/Screeners– Vaccine Clinic* in the subject line.**

**Deadline:** *Candidates are welcome to apply until filled.*

*We would like to thank all applicants; only those invited to interviews will be contacted.*

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

In accordance with the Ministry of Health Directive #6, SCHC has implemented a COVID-19 Immunization Policy requiring all staff to either present proof of full vaccination against COVID-19, or undergo rapid antigen testing twice per week. To view our full COVID-19 Immunization Policy please visit [www.schcontario.ca](http://www.schcontario.ca) and reference the COVID-19 Update section.

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

[www.schcontario.ca](http://www.schcontario.ca).

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