



**NURSING & HOMEMAKERS INC.**

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# HEALTHCARE PROFESSIONALS

## Job Descriptions

### ADMINISTRATIVE

#### **\*Administrative Assistants**

Administrative assistants perform a variety of administrative duties in support of managerial and professional employers.

#### **\*Data Entry Clerks**

Data entry clerks input coded, statistical, financial and other information into computerized databases.

#### **\*Executive Assistants**

Executive assistant's co-ordinate administrative procedures, public relations activities and research and analysis functions.

#### **\*Medical Office Assistant**

Medical Office Assistants greet patients, schedule appointments, using manual or computerized systems, receive and record payment for services, and direct patients to appropriate areas. Medical Office Assistants give necessary information to visitors and patients, regarding the operational procedures of the hospital.

#### **\*Office Administration**

Administrative personnel oversee and implement administrative procedures, establish work priorities, conduct analyses of administrative operations and co-ordinate acquisition of administrative services such as office space, supplies and security services.



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## **\*Office Managers**

This unit group includes managers who plan, organize, direct, control and evaluate departments responsible for corporate governance and regulatory compliance, records management, security services, admissions and other administrative services not elsewhere classified.

## **\*Receptionists**

Receptionists greet people arriving at offices, hospitals and other establishments, direct visitors to appropriate person or service, answer and forward telephone calls, take messages, schedule appointments and perform other clerical duties.

## **CUSTOMER SERVICE**

### **\*Call Centre Managers**

Managers in this unit group plan, organize, direct, control and evaluate the operations of establishments that provide services to business, and ensure the quality of those services and client satisfaction. They work in fields such as management consulting, market research, personnel and payroll services, contact centre services and security services.

### **\*Call Centre Representatives**

This unit group includes customer and information services representatives who answer enquiries and provide information regarding an establishment's goods, services and policies and who provide customer services such as receiving payments and processing requests for services.

### **\*Customer Service**

This unit group includes customer and information services representatives who answer enquiries and provide information regarding an establishment's goods, services and policies and who provide customer services such as receiving payments and processing requests for services.



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## **\*Customer Service Managers**

Retail and wholesale trade managers plan, organize, direct, control and evaluate the operations of establishments that sell merchandise or services on a retail or wholesale basis.

## **\*Customer Service Specialists**

This unit group includes customer and information services representatives who answer enquiries and provide information regarding an establishment's goods, services and policies and who provide customer services such as receiving payments and processing requests for services.

## **DENTAL**

### **\*Dental Assistant**

Dental assistants assist dentists, dental hygienists and dental therapists during the examination and treatment of patients and perform clerical functions.

### **\*Dental Hygienists**

Dental hygienists provide dental hygiene treatment and information related to the prevention of diseases and disorders of the teeth and mouth.

### **\*Dental Nurse/RN**

This unit group includes registered nurses who provide direct nursing care to dental patients, deliver health education programs and provide consultative services regarding issues relevant to the practice of nursing.



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**\*Dental Receptionist**

Dental Receptionists greet people, direct visitors to appropriate person or service, answer and forward telephone calls, take messages, schedule appointments and perform other clerical duties.

## **HUMAN RESOURCES**

**\*Human Resources Coordinators**

Human resources professionals develop, implement and evaluate human resources and labour relations policies, programs and procedures and advise managers and employers on human resources matters.

**\*Recruitment Coordinators**

Human resources and recruitment officers identify and advertise job vacancies, recruit candidates, and assist in the selection and reassignment of employees.

## **INFORMATION TECHNOLOGY**

**\*Computer Operators**

Computer network technicians establish, operate, maintain and co-ordinate the use of local and wide area networks (LANs and WANs), mainframe networks, hardware, software and related computer equipment. They set up and maintain Internet and intranet Web sites and Web-server hardware and software, and monitor and optimize network connectivity and performance.



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**\*Help Desk Specialists**

Technicians in this group provide first-line technical support to computer users experiencing difficulties with computer hardware and with computer applications and communications software.

**\*Information Technologists**

Computer and information systems managers plan, organize, direct, control and evaluate the activities of organizations that analyze, design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.

## **MANAGEMENT**

**\*Project Managers**

Project managers plan, organize, direct, control and evaluate the activities clearly communicating the essential tasks and requirements in any organization.

## **MEDICAL DOCTORS**

**\*General Practitioners**

General practitioners and family physicians diagnose and treat the diseases, physiological disorders and injuries of patients. They provide primary contact and continuous care toward the management of patients' health.



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**\*Specialist Physician**

This unit group includes specialist physicians in clinical medicine, in laboratory medicine and in surgery. Specialists in clinical medicine diagnose and treat diseases and physiological or psychiatric disorders and act as consultants to other physicians. Specialists in laboratory medicine study the nature, cause and development of diseases in humans.

## **NURSING & PERSONAL SUPPORT**

**\*Caregiver**

Nurse aides, orderlies and patient service associates assist nurses, hospital staff and physicians in the basic care of patients. They are employed in hospitals, nursing homes, and assisted care facilities for the elderly and other health care establishments.

**\*Personal Support Worker**

Personal support workers provide personal care and companionship for seniors, persons with disabilities and convalescent clients. Care is provided within the client's residence, in which the personal support worker may also reside. They are employed by home care and support agencies, private households, or they may be self-employed.

**\*Registered Practical Nurse**

Licensed practical nurses provide nursing care usually under the direction of medical practitioners, registered nurses or other health team members.

**\*Registered Nurse**

This unit group includes registered nurses who provide direct nursing care to patients, deliver health education programs and provide consultative services regarding issues relevant to the practice of nursing.



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## PHARMACOLOGY

### **\*Pharmacist**

Community pharmacists and hospital pharmacists compound and dispense prescribed pharmaceuticals and provide consultative services to both clients and health care providers.

### **\*Pharmacy Assistants**

Pharmacy Assistants help pharmacists and other pharmacy staff with packaging and labelling of pharmaceutical products and may help in maintaining prescription records and inventories of medications and pharmaceutical products.

## SOCIAL SERVICES

### **\*Social Workers**

Social workers help individuals, couples, families, groups, communities and organizations develop the skills and resources they need to enhance social functioning and provide counselling, therapy and referral to other supportive social services. Social workers also respond to other social needs and issues such as unemployment, racism and poverty.



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## **TECHNICIANS**

### **\*Medical Lab Technicians**

Medical laboratory technicians conduct routine medical laboratory tests and set up, clean and maintain medical laboratory equipment.

### **\*X-ray Technicians**

This unit group includes technologists who operate radiographic and radiation therapy equipment to administer radiation treatment and produce images of body structures for the diagnosis and treatment of injury and disease.

## **THERAPISTS**

### **\*Occupational Therapists**

Occupational therapists develop individual and group programs with people affected by illness, injury, developmental disorders, emotional or psychological problems and ageing to maintain, restore or increase their ability to care for themselves and to engage in work, school or leisure.

### **\*Occupational Therapy Assistants**

Occupational therapy assistants work under the direction of physiotherapists and/or occupational therapists to carry out treatment programs.



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**\*Physiotherapy**

Physiotherapists assess patients and plan and carry out individually designed treatment programs to maintain, improve or restore physical functioning, alleviate pain and prevent physical dysfunction in patients.

**\*Physiotherapist Assistant**

Physiotherapy assistants and occupational therapy assistants, work under the direction of physiotherapists and/or occupational therapists to carry out treatment programs.

**\*Speech Language Pathologists**

Speech-language pathologists diagnose, assess and treat human communication disorders including speech, fluency, language, voice and swallowing disorders.



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