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**SECTION: ADMINISTRATION**

**TOPIC: JOB RESPONSIBILITIES**

**POLICY TITLE: TEAM CLERK – HOUSEKEEPING**

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**PURPOSE:**

The Housekeeping Clerk provides reception and clerical support to the team members, generates billing information and is responsible for the scheduling of paid housekeeping staff. This position reports to the assigned Team Leader/Director.

**DUTIES AND RESPONSIBILITIES:**

- Respond to all calls and walk in traffic in a professional and friendly manner;
- Acts as receptionist;
- Attends team meetings;
- Inputs data into the client/volunteer data base and the Total Health Care;
- Responsible for HPG related to Housekeeping;
- Matching clients with Housekeepers once assessment has been completed;
- Scheduling of client appointments;
- Receives all voice mail and texts with client appointments and communicates changes with Housekeeping staff and clients;
- Monitors staff calendars with client appointments and compares updates them in client database;
- Ensures waitlist are kept up to date in client database and with FCCC;
- Keeps an accurate list of any open appointment spaces;
- Ensures FCCC are aware when an opening comes available;
- Ensures that Housekeeper gets all new client information;
- Monitors supplies and orders when needed;
- Ensures office and files are secure;
- Maintain subsidy list and applies to client accounts;
- Runs master schedule monthly;
- Generates and balances billing information;
- Monitors suspended clients;

**General Responsibilities:**

- Seeks ongoing education opportunities which will enhance knowledge pertinent to role
- Good knowledge of other community agencies.
- Maintains privacy and confidentiality.
- Adheres to the Ontario Health and Safety Act and its associated regulations

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- Completes mandatory annual on-line training courses
- Assist in the recruitment of volunteers in conjunction with the Volunteer Recruitment Coordinator

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

**QUALIFICATIONS:**

Post-secondary diploma in Business and/or Computer applications.  
Proficient in word processing data management and accounting software.  
Strong organizational skills.  
Excellent interpersonal, customer service, and communication skills.  
Three to five years' experience working within a busy office setting.  
Previous experience working with seniors and /or volunteers is an asset.  
Current driver's license and reliable vehicle.

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I have read and understand:

I have read and approve:

\_\_\_\_\_  
Signature of Incumbent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Programs Director

\_\_\_\_\_  
Date



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