



COVID-19 ROLE DESCRIPTION

ROLE (TITLE):	COVID-19 Vaccination Clinic Student	DIVISION:	Health Protection
REPORTS TO:	COVID-19 Vaccination Clinic Coordinator		
AUDITED:	Human Resources	DATE:	April 26, 2021
ORIGINAL VERSION DATE:	April 26, 2021	REVISION DATES:	N/A

Under the direction of the COVID-19 Vaccination Clinic Coordinator, the COVID-19 Vaccination Clinic Student position will support the Mass Immunization Clinic in any/all of the following functions; parking lot attendant, greeter, client flow monitor, runner and post immunization station waiting area monitor.

DUTIES AND RESPONSIBILITIES:

Parking Lot Attendant:

1. Maintains parking lot traffic flow.
2. Reminds clients to remain in their vehicles until their appointment time.
3. Direct client flow appropriately.
4. Supports clients with any mobility issues as required.

Greeter:

1. Welcomes clients and monitors line-ups to maintain physical distancing.
2. Asks if client has an appointment and if client meets the eligibility criteria for the clinic (if appropriate).
3. Screens for any COVID-19 related symptoms as per clinic active screening protocols.
4. Refers clients who fail the screening protocol or have questions to the appropriate staff member.
5. Ensures clients arriving at the clinic are wearing a mask and that they clean their hands with sanitizer. Provide a mask to clients who do not have one.
6. Determines whether the client has any accessibility needs that require additional supports and refers to the appropriate staff member.
7. Directs clients to registration.
8. Facilitates crowd control and clinic flow, ensure physical distancing of at least 2 metres is maintained between clients while waiting in line to enter the building or in the pre-registration area with the aid of markings on the ground/floor indicating where to stand.
9. Ensures that signage is in place and visible, including COVID-19 screening protocols, eligibility criteria, clinic instructions and clinic flow.



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Client Flow Monitor:

Role 1:

1. Directs clients who have registered to the next available immunizer.
2. Ensure clients waiting in line for the next immunizer are physically distanced with the aid of markings on the floor indicating where to stand and/or where chairs are placed to sit.
3. If clinic is operating by calling pre-registered clients in from their vehicles or outside, performs this function.

Role 2:

1. Engages clients to facilitate completion of client satisfaction surveys.

Runner:

1. Monitors the supplies of pre-loaded syringes that each immunizer has and needs, and delivers preloaded syringes with the attached needle from the syringe pre-loader to the immunizer in an approved container.
2. Monitors and delivers other required equipment to immunizer and pre-loaders and responds to staff requests.
3. If using a paper-based system, collect completed consent forms from immunizers.
4. At the end of the clinic, completes inventory count and ancillary supplies, forms and other equipment and provides replenishment numbers needed for the next day's clinic to administrative support.

Post Immunization Station Waiting Area Monitor:

1. Monitors Post-Immunization Waiting Area, including for clients who may be unwell and need assistance after immunization.
2. Ensures that clients maintain 2 metre distance and continue to wear their masks.
3. If role is performed by non-health care providers, informs a clinic health care provider (e.g. RPN) immediately if a client needs medical attention.
4. Prints COVID-19 vaccine receipt and schedules second dose appointments upon exiting the clinic if needed.
5. Advises clients to use alcohol-based hand rub on exiting the clinic.

QUALIFICATIONS / REQUIREMENTS:

- Enrolled in a post-secondary education program.
- Previous experience working in a customer service setting.
- Ability to work with people with diverse backgrounds.
- Good communication and interpersonal skills.
- Ability to work independently and as part of a team.
- An interest in public health is an asset.



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- Has access to a vehicle during working hours.
- Ability to work flexible hours (i.e. evenings and weekends).

OCCUPATIONAL HEALTH AND SAFETY:

- Follows all policies and procedures to ensure personal safety and safety of others.
- Reports any equipment or safety problems to supervisor.