Patient Administrative Associate – K3EA General Internal Medicine

**Summary of Duties**

The PAA is responsible for the co-ordination of patient flow and patient activities; administrative services for this inpatient care unit; and maintenance of patient records, staffing, scheduling, payroll, and administrative support to patient care unit.

**Qualifications/Skills**

* One year of Community College required.
* Medical Terminology course preferred.
* Must achieve successful completion of Sunnybrook Health Sciences Centre’s PAA training within specified timeframe.
* One year of Administrative/Business experience required; in a health care setting preferred.
* Demonstrated commitment to person-centred care approach and principles
* Working knowledge of software packages such as MS Word/Windows required.
* Proven accurate keyboarding skills at 40 net w.p.m. OR data entry at 106 net keystrokes per minute.
* Demonstrated ability to organize work effectively with adaptability, as well as work at a fast pace in an unpredictable environment.
* Excellent problem-solving, interpersonal and communication skills: oral, written and comprehension.
* Tact and diplomacy in handling and dealing with confidential information; sensitivity working with oncology patients and family essential.
* Demonstrated ability to work effectively in an interprofessional team environment.