



# Data Entry Worker

**Job Site:** Samaritan House

**Effective:** Tuesday, August 12, 2008 **Revised:**

**Reports to:** Samaritan House Manager, and Assistant Manager

**Wage Rate:**

Classification		April 1, 2008	April 1, 2009	April 1, 2010
Data Entry Worker	Step 1			
	Step 2			
	Step 3			
	Step 4			

Step 1	0 - 2000 hours worked
Step 2	2001 - 4000 hours worked
Step 3	4001 - 6000 hours worked
Step 4	6001 hours worked or more
Hours worked includes:	
1.	Hours worked in a classification by the employee,
2.	Hours of paid vacation,
3.	Paid holidays,
4.	Paid union leave up to twenty (20) days per calendar year.

**Function:** Perform all clerical tasks involved in the accurate and confidential management of program data, with special priority given to the entry of data in the BC Housing database and ICCS database.

**Qualifications:**

**Education:**

1. Minimum 'C' in Math 10, or equivalent
2. High School Graduate
3. Keyboarding 1 and 2 an asset
4. Certificate in Applied Business Technology an asset

**Skills:**

1. Able to attend to detailed tasks for extended periods of time
2. Performs consistently accurate transcription
3. Exhibits exactitude in the performance of routine tasks
4. Types 30 words per minute or more
5. Familiar with standard office software
6. Understands the purpose and function of databases
7. Able to perform basic clerical tasks
8. Organized and flexible
9. Demonstrates strong and healthy boundaries
10. Communicates well verbally and in writing
11. Proficient at time management including the ability to prioritize and multitask
12. Knowledgeable about street culture

13. Works as a member of a team
14. Understands and practices self-care
15. Demonstrates professionalism, including the understanding and practice of professional ethics.
16. Familiar with common street slang as well as terminology used by mental health professionals and case managers working in the field of addiction and mental health services
17. Ability to maintain a calm demeanor when faced with challenging behaviors

**Additional Information:**

A desk job. Required to work independently on routine tasks with minimal supervision. The Practice of correct posture and occupational techniques that prevent repetitive motion injuries are encouraged. Ergonomic keyboards and chairs are available upon request for this position.

**Requirements:**

Because of the requirement to work at Samaritan House which is a female-only emergency Shelter, females will be given priority when hiring for this position.

Must pass criminal records check, take the New Media Learning On-Line Training courses entitled Preventing Sexual Harassment and Preventing Employment Discrimination, and sign and comply with the following:

- ICCS confidentiality pledge
- ICCS professional conduct agreement
- ICCS acknowledgement of policies

Attendance at monthly staff meetings is mandatory and employees receive their regular rate of pay for attendance.

Membership in BCGEU (union) is mandatory for all employees completing 30 days of probation.

**Duties:**

1. Enter data in Samaritan House computer databases (Samaritan House, ICCS, and BC Housing databases) including the entry of data recorded on all standard forms used daily in the shelter. Source forms may include intake forms, incident reports, customer complaint forms, exit reviews, and surveys
2. Perform word processing and typing tasks necessary to manage data entry routines including file labeling, the generation of and printing of reports, and copying of forms and documents
3. Log discrepancies or inconsistencies in intake procedures and review logs weekly with the program manager
4. Compile quarterly recommendations for improvement of data capture methods including improvements to forms, reports, software, and survey tools
5. Confirm questionable data by talking directly with intake staff or, when face to face consultation is not possible, through secondary methods developed by the program manager
6. Provide clerical support to frontline support workers to insure accurate data gathering
7. Answer and route phone calls when frontline workers are otherwise engaged
8. Perform photocopying, scanning, and faxing tasks related to data gathering and reporting

9. Create, revise, organize, and replace out of date charts, reports, and data summaries related to the program and as requested by the manager, assistant manager, or society executives
10. Maintain confidential client and administrative files and records
11. Provide technical advice and training to support workers and other staff who are authorized to enter data in BC Housing and ICCS databases
12. Prepare monthly bednight reports for the program manager or manager of finance and administration
13. Requisition, receive, organize, and maintain office supplies; and conduct inventories related to these supplies
14. When called upon by support workers, perform clerical duties related to the intake of new clients including completion of intake forms as outlined in the written intake procedures
15. Perform clerical duties in support of case management including routine filing and file management
16. Other clerical duties as assigned by the program manager

**Approved by:**



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Richard Powell  
Policy and Publications Officer