



## Job Posting: 2024 – 30

### Internal & External

<b>Position:</b>	<b>Medical Office Coordinator – Primary Care Clinic</b>	
<b>Status:</b>	<b>Regular Part-time</b>	
<b>Work Site:</b>	<b>Under One Roof</b>	
<b>Hours:</b>	<b>32 Hours/week</b>	
<b>Shifts:</b>	<b>Monday</b>	<b>09:30am – 04:00pm</b>
	<b>Tuesday</b>	<b>08:30am – 02:00pm</b>
	<b>Wednesday</b>	<b>09:00am – 05:00pm</b>
	<b>Thursday</b>	<b>11:00am – 05:30pm</b>
	<b>Friday</b>	<b>11:00am – 04:30pm</b>
<b>Wage:</b>	<b>Grid Level 12, Step 1</b>	
<b>Posting Date:</b>	<b>October 9, 2024</b>	
<b>Closing Date:</b>	<b>Open until position is filled</b>	

This position is open to all Staff and evaluated in accordance with the Collective Agreement. Qualified internal candidates shall be considered and interviewed prior to external candidates.

Squamish Helping Hands Society is an equal opportunity employer, committed to recruiting an inclusive workforce that reflects the community we serve. We encourage applicants from diverse backgrounds, including indigenous applicants, all genders, nationalities, and persons with disabilities.

This position requires membership in the Union.

Interested individuals should apply by providing a **resume and cover letter** to SHHS Management Team at [hr@shhs.ca](mailto:hr@shhs.ca) quoting the **Posting No. "2024 – 30" and the Position "Medical Office Coordinator"**. We thank and acknowledge all applicants and will proactively contact those selected for an interview.



## Background:

Squamish Helping Hands Society, Sea to Sky Division of Family Practice, and a group of local physicians established a primary care clinic at Under One Roof.

In this program, local physicians hold clinic hours on-site at Under One Roof, Squamish's supportive housing facility. The clinic aims to provide primary health care to those in our community who are struggling with substance use, pain, mental illness, experiencing or having experienced homelessness, and who face barriers to primary care.

Many of these vulnerable individuals in our community do not have a family physician and have been affected by a plethora of societal inequities, discrimination, and lack of access to support and services.

We aim to operate the clinic 3 half-days each week, with a physician and a medical office coordinator on site.

## Job Summary:

Reporting to the Integrated Participant Care and Resource Manager, the Medical Office Coordinator duties will include keeping clinic running smoothly by scheduling appointments, recording and filing medical records, communicating with Squamish Helping Hands Society staff and other community providers.

The Medical Office Coordinator will oversee the day-to-day operations of the clinic, ensuring the necessary equipment and supplies are in place, and procedures and guidelines are followed.

## Tasks:

### *Administrative Support:*

- Answer the phone and respond to messages, process incoming and outgoing mail
- Schedule appointments for patients, coordinate appointments with doctors and staff, issue appointment reminders
- Coordinate referrals, lab work and follow up appointments with other medical clinics/laboratories etc.
- Maintain patient notes, forms, records, documents, and statistical information
- Assist in the program evaluation, including the compilation of statistics
- Help prepare reports from databases and prepare materials for distribution
- Use Electronic Medical Record (EMR) system to keep patient information complete and up to date, including entering appointments and uploading reports to patient files
- Fax patient referrals and diagnostic testing requests

- Help organize and summarize data and information
- Provide support for the use of EMR system to physicians and other staff if needed
- Coordinate maintenance of office equipment
- Coordinate the ordering of medical office and stationary supplies
- Support meetings with preparation of the agenda, minute taking or facilitation if needed

#### *Patient Service:*

- Provide supportive, trauma-informed service to patients
- Conduct patient intake such as collecting medical history and entering in the EMR
- Prepare patients for appointments
- Welcome patients and escorting them to the exam room
- Accompany visits as needed
- Provide information and coordinate care by liaising with Squamish Helping Hands Society staff and other community service agencies and/or ministries
- Educate patients about resources and clinic procedures

#### *Clinic Duties:*

- Perform urinalysis screen/pregnancy tests
- Keep exam room clean and organized and prepare exam room for various appointments (pap smears, complete physicals, laceration repair etc.)
- Prepare, label, and send out patient specimens for testing
- Monitor office and exam room inventory of supplies and place orders as necessary
- Assist with the maintenance of office equipment

#### **Education, Training and Experience:**

- Grad 12 plus post-secondary courses in office administration – MOA diploma is an asset
- Two (2) years related experience or the equivalent combination of education, training and experience
- Level 1 First Aid Certificate
- Driver's License
- Previous EMR experience is an asset
- Knowledge of, or experience with MSP, ICBC and WCB billing codes and procedures is an asset

### Skills and Abilities:

- Strong computer/technology skills: proficiency in MS 365, ability to learn and use the EMR system, ability to train others
- General understanding of the social service sector – experience working with people who live with intersecting challenges of poverty, the effects of trauma and abuse, systemic social barriers, mental illness and addiction
- Knowledge of health administrative practices and ability to adhere to organizational policies and procedures
- Excellent writing and communication skills – strong punctuation, grammar and vocabulary is essential
- Strong attention to detail with the ability to take initiative where needed and remain calm in busy/stressful situations
- Ability to maintain strict confidentiality of personal and sensitive information
- Strong adaptive skills – able to manage competing pulls, solve problems, collaborate, and innovate for best solutions
- Ability to troubleshoot office equipment and systems
- Ability to work independently and within a team environment
- Ability to be open-minded and non-judgmental
- Ability to take direction from others
- Ability to understand and maintain client/worker boundaries
- Ability to communicate with a high degree of accuracy and emotional intelligence

### Working with us you can enjoy:

- An amazing, friendly and emotionally intelligent team
- A great community
- Free meals on site
- Casual dress policy
- A wonderful new facility