

Job Title: Administration/Medical Office Assistant-Primary Care Clinic

Background

Squamish Helping Hands, Sea to Sky Divisions of Family Practice, and a group of local physicians are planning to establish a primary care clinic at Under One Roof.

In this program, local physicians will hold clinic hours on-site at Under One Roof, Squamish's supportive housing facility, located at 37871 Third Ave. The clinic aims to provide primary health care to those in our community who are struggling with substance use, pain, mental illness, experiencing or have 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 for 3 half-days each week, with a physician on-site and a medical office assistant.

Job Summary:

Reporting to the Operations and Enterprise Manager, the Administrative/Medical Office Assistant will keep the clinic running smoothly by scheduling appointments, recording and filing medical records, communicating with Squamish Helping Hands staff and other community service providers.

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

Administrative Support

- Answer phone, email and respond to messages, process incoming/outgoing mail
- Schedule appointments for patients and coordinate patient appointments with doctors and staff, issue appointment reminders
- Maintains patient notes, forms, records, documents, and statistical information
- Use Electronic Medical Record (EMR) system to keep patient information complete and up-to-date, including entering data, patient information, appointments, uploading reports to patient files
- Faxing patient referrals and diagnostic testing requests
- Helps prepare reports from databases and prepare materials for distribution, helps organize and summarize data and information
- Provides support for use of EMR system to physicians and other staff if needed
- Coordinates maintenance of office equipment
- Assists in the program evaluation, including the compilation of statistics

Patient Service

- Provide supportive, trauma-informed service to patients
- Conducting patient intake such as collecting medical history and entering in the EMR
- Preparing patients for various appointments

- Welcoming patients and escorting them to the exam room
- Chaperoning visits as needed
- Liaising with Squamish Helping Hands staff and other community service agencies and/or ministries to provide information and coordinate care
- Educate patients about resources and clinic procedures

Clinical Duties

- Performing urinalysis screen/pregnancy tests
- Keeping exam room clean and organized and preparing exam room for various appointments (pap smears, complete physicals, laceration repair etc.)
- Prepare, label, and send out patient specimens for testing
- Monitoring office and exam room inventory of supplies and placing orders as necessary
- Prepares agendas and takes minutes at meetings, as required
- Assists with the maintenance of office equipment

Education, Training and Experience:

- Grade 12 plus post-secondary courses in office administration. MOA diploma is an asset
- Knowledge of health administrative practices and ability to adhere to organizational policies and procedures
- Two years related experience OR the equivalent combination of education, training and experience
- Previous Electronic Medical Record experience is an asset
- Strong computer/technology skills: proficiency with MS 365, ability to learn and use the electronic Medical Record system, ability to train others
- Knowledge of, or experience with, MSP, ICBC and WCB billing codes and procedures is an asset
- General understanding of the social services sector – experience working with people who live with the intersecting challenges of poverty, the effects of trauma and abuse, systemic social barriers, mental illness and addiction
- Excellent writing and communication skills – strong punctuation, grammar, vocabulary essential
- Strong attention to detail with the distinct ability to take initiative where needed and remain calm in busy/stressful situations
- Able to maintain strict confidentiality of personal and sensitive information
- Strong adaptive skills – able to manage competing pulls on your time, variety of operational needs etc.; able to problem solve, collaborate, and innovate for best solutions.
- Ability to operate and troubleshoot office equipment and systems
- Demonstrated ability to work independently and within a team environment
- Demonstrated ability to be open-minded and non-judgmental
- Demonstrated ability to take direction from others
- Demonstrated ability to understand and maintain client/worker boundaries
- Demonstrated ability to communicate with a high degree of accuracy and emotional intelligence
- Level 1 First Aid Certification
- Driver's License

- Must have a minimum of two (2) years' sobriety if you are a "person with lived experience" i.e having recovered from substance use issues.
- Criminal Record Clearance – Vulnerable Sector required.
- Available to work a minimum of 3 half days/week

Due to Provincial Health Order, the successful candidate must be double vaccinated for COVID-19.

JOB CLASSIFICATION: BCGEU included: Administrative Assistant- 3, Grid 10

Hours: 15 + per week. Approximately 3 half days week, 5 hours/day.