



Sandy Hill Community Health Centre

--- Job Posting ---

Internal/External Employment Opportunity

Position:	Medical Office Assistant
Component/Team:	Integrated Health Services
Status:	Permanent, 1.0 FTE Full-Time (35 hours per week)
Salary Scale:	\$40,004 - \$48,175 annualized salary plus benefits
Start Date:	Immediately

Position Description:

The Medical Office Assistant is an integral member of the Integrated Health Services Program providing a broad range of administrative services and support to the Health Services Clinic, Oasis Clinic, and Central Reception. The Medical Office Assistant shall provide the following services: reception services, telephone appointment services, personal appointment services, and medical records services. The Medical Office Assistant is a resource for clients, providing general information about resources available at the Centre to facilitate client engagement and access to services. The incumbent will work across all 3 reception areas, with flexibility to move between them to ensure smooth operations and optimal coverage.

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- High school diploma or equivalent
- Additional certification or diploma in medical office administration, business administration, or a related field an asset
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced +
 - French (oral comprehension): Advanced +
 - French (reading comprehension): Advanced
- Fluency in English, both oral and written

Professional Experience

- Minimum of two to five years of clerical experience, preferably in a healthcare setting
- Experience working with diverse populations, including youth, street-involved individuals, people living with mental health or substance use issues, and individuals experiencing homelessness or vulnerability
- Experience with Electronic Medical Records (EMR) systems

Knowledge, Skills and Abilities

- Strong interpersonal, organizational and problem-solving skills
- Effective communication skills



- Ability to work under stress with multiple demands and unpredictable days
- Ability to use a capacity-building approach in working with clients
- Ability to be flexible, cooperative and work as part of a team
- Ability to work autonomously
- Ability to deal effectively with a diverse community of all ages and lived experience.
- Ability to deal effectively with the public
- Proficiency in the use of computers and various software applications including Practice Solutions Suite (PSS), Word, Telus etc.
- Demonstrated flexibility, good judgment, tact, initiative & creativity
- Respects and values the diversity of communities and individuals
- Sensitivity and alertness to signs of a client in crisis
- Pays attention to detail
- Pleasant telephone manner
- Non-judgmental attitude

Reporting Relationship:

This position is directly accountable to the Team Lead of the Integrated Health Services Medical Office Assistants for the carrying out of their duties, and through to the Director of Integrated Health Services and to the Executive Director.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.