



Medical Office Assistant

Reporting to the Nurse Practitioner

Health & Social Services

**PERMANENT
FULL-TIME @ 35 HOURS
PER WEEK**

Normal Work Hours:

**Monday – Thursday:
8:15am to 4:30pm
&
Friday:
8:15am to 1:15pm**

***This is an in-office
position.***

Salary:

**Start Rate - \$24.13 to
\$26.16 per hour***

*While Alderville First Nation Salary Grid will apply – **start rate will be commensurate with experience.**

Benefits:

-  Paid Vacation!
-  Paid time off over Holiday Shutdown!
-  14 Statutory Holidays!
-  Paid Sick Leave!
-  Group Health & Dental Benefits including Long-term Disability (LTD) and Employee Family Assistance Program (EFAP)!
-  Pension Plan with Employer Match!

JOB SUMMARY:

The *Medical Office Assistant* will support clients, the Alderville First Nation Nurse Practitioner, Community Health Services Team and other allied visiting Health Professionals by performing a variety of clerical and administrative tasks such as scheduling appointments, word processing, directing client calls and walk-ins, manage medical supplies inventory, etc.

KEY JOB FUNCTIONS:

- Provides administrative, clerical, and technical support to the Community Health Services team.
- Schedules and coordinates client appointments. This includes:
 - facilitating the client intake process.
 - ensuring all correct forms are completed and client understands processes involved.
 - confirming appointment times; ensuring appointment reminders are sent to clients and booking client follow-up appointments.
- Assigns appropriate times, dates, and locations for Nurse Practitioner and specialists visiting AFN Health & Social Services department.
- Directs client calls/walk-ins, manages all incoming/outgoing correspondence including, confidential faxes, email or telephone inquiries, couriers, etc.
- Communicates normal test results to clients when requested by Nurse Practitioner.
- Prepares treatment room between provider visits.
- Creates and maintains client charts, inputs client information into EMR system and attaches necessary documents to charts.
- Responds to general Health Service inquiries from employees, clients, and AFN Members
- Facilitates meetings:
 - Compiles related information in preparation for meetings, reports, etc.
 - Assists in minute taking as needed.
- Prepares reports, memos, emails, posters, presentations, and other correspondence.
- Creates, updates, formats, and maintains forms, templates, manuals, checklists, and Excel spreadsheets.
- Orders and maintains inventory of office, medical, promotional, and informational material as required.
- Assist Nurse Practitioners with clinical procedures/assessments, lab specimen transport, as required.
- Maintains professional competencies through professional development.
- Maintains strong-working relationships with internal departments and external partners.
- Performs other duties and responsibilities as assigned by the Nurse Practitioner or Health & Social Services Manager.
- Performs all duties and responsibilities in accordance with the Alderville First Nation policies, standards, and procedures.

MINIMUM QUALIFICATIONS:

- Grade 12 or equivalent experience.
- Medical Office Assistant (MOA) certificate required.

Minimum Requirements:

- Minimum three (3) years related office experience.
- Familiarity with Electronic Medical Records (EMR) programs.
- CPR and First Aid certificate; ongoing renewal as required to maintain current certification.
- Criminal Reference check and Vulnerable Sector Search are required if employment is offered.
- Must have valid class 'G' Ontario Driver's License, \$1M liability insurance and access to reliable transportation.

Considered an asset:

- Knowledge and understanding of Indigenous culture, traditions, teachings, community dynamics.
- Completion of the Medical Terminology course.
- Transport of Dangerous Goods certificate.

PREFERRED EXPERIENCE:

- Ability to keep highly sensitive client information confidential at all times.
- Articulate, friendly, personable, professional, and comfortable dealing with other staff, AFN Members, and clients.
- Strong computer skills with the ability to compose letters, forms and spreadsheets.
- Demonstrates strong administrative skills and the ability to set priorities, meet deadlines, and multitask in a fast-paced environment.
- Ability to work independently, in a team environment, and with minimal supervision.
- Proven ability in establishing and maintaining working relationships with other AFN staff program participants, and the public.
- Excellent written and verbal communication and conflict resolution skills.
- Ability to follow written or oral instructions and take initiative as needed.
- Solid understanding of AFN programs and services.
- Working knowledge of all office equipment such as copier, fax, laminator, phones, etc.

**** For full job description, contact Human Resources****

DEADLINE TO APPLY: *Tuesday, January 7th, 2025.*

HOW TO APPLY: Applications must include a cover letter, current resume and three work-related references (name, phone #, email address of former Supervisors) and/or letters of reference).

HOW TO CONTACT: Human Resources Recruitment
Phone: 905-352-2011 ext. 217
Email: humanresources@alderville.ca

Note:

Consideration will be given to documented past employment performance, attendance and reliability history for applicants previously employed by AFN. Applicants must meet the minimum qualifications outlined to be considered for an interview. Only those applicants selected for an interview will be contacted.

The AFN is committed to employment equity. All qualified candidates are encouraged to apply, however, qualified candidates who self-identify as members of Alderville First Nation or as "Aboriginal" as defined in the AFN Recruitment Policy, will be given preferential consideration for any position.

Chief & Council retain the right to make the final decision on the selection of the successful candidate.

