

Pathways Administrator

Overview

The Vancouver Division of Family Practice is looking for a permanent full-time Administrator to assist in the maintenance of Pathways, an online database used for referring patients to specialists and specialty clinics. The Pathways Administer must be detail-oriented and have strong interpersonal skills and be effective in facilitating the connection between general practitioners and specialist offices and clinics.

Hours

- 40 hours per week
- Monday to Friday during business hours

Responsibilities

- Working with specialist offices and clinics to collect referral information, which will require sending letters, faxes, phone calls and occasional office visits
- Entering data into Pathways and maintaining that data over time
- Maintaining the Pathways homepage
- Issuing and managing user access keys
- Responding to user feedback
- Participating in local and provincial team meetings
- Promoting Pathways within the community by attending meetings, networks events and conferences as required
- Maintaining database systems as well as tracking and reporting progress
- Assisting with preparation of presentations
- Communicating with doctors
- Being a liaison between the Division and Pathways teams

Ideal Candidate

- Strong interpersonal skills
- Excellent communicator with good phone and email skills
- Knowledge of statistical analysis
- Detail-oriented and well-organized
- Comfortable working in an independent, self-directed manner
- Team player
- Ability to be persistent in following up with unresponsive stakeholders
- Comfortable using technology, such as Microsoft Word, Excel, PowerPoint, Outlook and performing Internet searches
- Experience working with the physician community in Vancouver is an asset
- Post-secondary education, such as a Bachelors in Science, is an asset
- Knowledge of Heath Authority and Hospital frameworks is an asset

