

Job Description: Health Connect Registry Administrative Assistant

Job Title: Health Connect Registry Administrative Assistant

Reports to: Comox Valley Primary Care Network (PCN) Manager

Status: Contract Employee Position funded to March 31, 2023, with possibility for renewal based on funding.

Hours: Part-time, up to 20 hours per week. 20 hours/week, regular working hours with occasional weekend and evening meetings. Hybrid: Remote & In person requirements.

Hours of Work: Monday – Friday with ability to attend evening or weekend meetings, as needed.

Location: Resides in the Comox Valley with a home office and high-speed internet.

Pay range: \$21 hour, commensurate with experience and qualifications. Eligible for benefits after 3 months.

Closing Date: Posted until Filled.

Start Date: August preferred but flexible for the right candidate.

Duties & Responsibilities

- Support local attachment mechanism in the Comox Valley catchment area by:
 - Working to support the PCN/Attachment Coordinator
 - Forming relationships and connecting with individual primary care clinics throughout the Comox Valley;
 - Supporting patient attachment with the Health Connect Registry, preparing patient panels for attachment, updating client records;
 - Coordinating referrals from physicians/patients/specialist/community organizations seeking a Primary Care Provider (PCP) by reviewing referrals, ensuring patient is registered in the Health Connect Registry and contacting patients if required for more information;
 - Updating patient information within the Health Connect Registry when required;
 - Ensuring privacy and accuracy when collecting personal contact information;
 - Maintaining the Health Connect Registry for the Comox Valley and ensuring that records are up to date;
 - Communicating with patients via e-mailing software and survey, updating client records as required;
 - Responding to, and directing patient's emails when required;
 - Supporting communications and promotion of the attachment system;
 - Supporting evaluation by collecting and maintaining attachment numbers and other metrics as required;



Comox Valley Division of Family Practice

A GPSC initiative

- Responding in a timely manner to clinics who request patients from the Health Connect Registry.
- Working with primary care clinics and others supporting attachment to improve processes and address issues and concerns;
- Supporting dietician, scheduling group visits, tech support and supporting group visits in person when required.
- Maintaining confidentiality in all aspects of patient, client, staff, and agency information as per organizational policy;
- Collecting, managing and storing information in accordance with the Personal Information Privacy Act (PIPA);
- Demonstrating and promoting a commitment to cultural safety and humility;
- Participating in regular PCN and Division team meetings (including notetaking and chairing as required);
- Favorably representing the Division of Family Practice and PCN program to all stakeholders and community;
- Supporting other team members in the performance of their roles as appropriate; and
- Other duties to support the work of the PCN and Division as required.

Qualifications

We are seeking an experienced, confident individual who is committed, efficient and comfortable working within a close-knit team. Essential qualities for the ideal candidate include the ability to deal with potential ambiguity, and ability to multi-task. This role calls for initiative, resourcefulness, good problem-solving skills, attention to detail and excellent communication and organization abilities. Assuring a steady completion of workload in a timely manner is also key to success in this position.

- A high school diploma with advanced administrative training or certification preferred
- Two-plus years of demonstrable administration experience
- Excellent administrative and organizational skills, with strong attention to detail
- Excellent oral and written communication skills
- Experience with virtual communication platforms such as Zoom
- Experience with electronic records and database management
- High computer literacy with strong working knowledge of standard software, particularly the MS Office suite, particularly Excel, Word, Outlook, Access, SharePoint, and PowerPoint.
- Self-directed with an ability to work in a partially virtual manner
- Ability to work effectively both independently as well as a member of a team
- Experience using online multilevel marketing software such as MailChimp
- Experience with online survey platforms: Checkbox
- An at home, high-speed Internet connection is required for telecommuting and video conference calls.

To apply please send a cover letter and a copy of your resume to:

Gavin Arthur *PCN Manager*

comoxvalley@comoxvalleydivision.ca



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Closing Date: Position Open until

Thank you to all interested candidates. Only candidates selected for an interview will be contacted.

About the Comox Valley Division of Family Practice

Divisions of Family Practice were created by collaboration between the Ministry of Health and the BC Medical Association and are community-based groups of family physicians working together to achieve common health care goals. The Comox Valley Division of Family Practice represents family physicians in Courtenay, Cumberland and Comox and the surrounding areas on Vancouver Island, BC as well as Denman Island and Hornby Island.

The Comox Valley Division gives local physicians an opportunity to work collaboratively with each other, the Vancouver Island Health Authority, other community partners and the Ministry of Health to identify health care needs in the local community and develop solutions to meet those needs. The Division is a non-profit society managed by a Board of Directors.

The Division team works primarily remotely. There are often opportunities for advancement in the Division. If you are seeking a flexible, supportive work culture and a caring team consider joining the Division team!

For more information on Comox Valley Division of Family Practice please go to:

www.divisionsbc.ca/comox

The Comox Valley Division of Family Practice celebrates diversity, challenges inequality and is committed to sustaining an inclusive and diverse community. We do not discriminate against any applicant regardless of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, socio-economic background, political beliefs and affiliations, family circumstances or other irrelevant distinction.