

Contract Posting: Medical Office Assistant

The Powell River Division of Family Practice (PRDoFP) is part of a province-wide initiative designed to strengthen primary health care in BC. Operating as a non-profit society, the PRDoFP aims to increase primary health care capacity and to improve patient and population outcomes by developing and implementing programs and services that will positively impact family physicians and their patients.

The Medical Office Assistant (MOA) will be contributing to the operations of the Complex Clinic through administrative and clinical support to our care providers in a team-based environment. The Complex Clinic is a referral-based clinic in which primary care providers refer their patients for a focused medical exam or assessment of high-risk patients. The clinic will also provide a COVID testing option in our community.

The MOA will have a unique opportunity to contribute to building the team for the Complex Clinic and to be involved in organizing the logistics of this position, including workflow, communication pathways and community outreach. The ideal candidate will be a highly driven self-starter who is able to work efficiently and effectively with minimal supervision, reporting directly to the PRDoFP's Executive Director and closely collaborating with the Complex Clinic care providers' team.

Responsibilities & Skills

- Perform opening/closing procedures for building
- Review daily schedule and regularly check fridge temperature
- Respond to action items frequently throughout the day
- Stay updated on activities of clinic
- Book and coordinate patient follow up appointments as needed
- Greet and check in patients
- Answer phones/transfer calls /take messages for physician and nurses
- Make all necessary calls for the day
- Enter into database and monitor status of patients, ensure accurate information and proper paperwork is complete
- Coordinate document requests and medical records requests
- Prepare, manage, distribute all necessary documents for patients and medical staff as needed
- Assist physicians and nurses in any other tasks as needed
- Participate actively in staff meetings
- Communicate clearly, listen accurately, be open to feedback, handle conflict appropriately, and display sensitivity to others
- Collaborate well with others, promote cooperation and teamwork
- Maintain the reputation and confidentiality of the clinic and its clients at all times
- Adhere to all applicable clinic policies and procedures

Qualifications

- Certification as a Medical Office Assistant from an accredited educational institution, or equivalent experience
- A minimum of 2 years practical experience working in similar position

Salary: \$25-35 per hour, commensurate with experience.

Hours: This is a part-time position starting at 20 hours per week with possibility of increasing to 40 hours per week.

Conditions: The contract position is clinic based. Initial contract is for 6 months with possibility of extension.

What makes our Division unique?

The PRDoFP is filled with passionate, hardworking and dedicated people who aspire to make Powell River a healthier community. If you are inspired and excited by collaboration, making a difference in the health of our community and the wellness of our members, we would love to hear from you. While resumes are important, we will be looking for an individual that fits in well with our culture. Most importantly, our organization is a welcoming, equal opportunity employer, and invites applications from all qualified candidates.

The Powell River Division of Family Practice sincerely thanks all those who apply.

To apply for this position, please submit by **September 18th** your cover letter and resume to:

Guy Chartier, Executive Director – Powell River Division of Family Practice

gchartier@divisionsbc.ca