



Umbrella Multicultural Health Co-op

## Job Posting: Medical Office Assistant (Part-time)

### ABOUT UMBRELLA MULTICULTURAL HEALTH CO-OP

Are you an experienced medical office assistant and passionate about health equity? Are you skilled at creating a safe space in your workplace? Do you like being part of a collaborative interdisciplinary team? Would you like to help build a patient-centered cooperative community health centre rooted in health equity?

The Umbrella Multicultural Health Cooperative (UMHC) is looking for you.

UMHC is a dynamic, innovative, effective non-profit comprised of individuals who are passionate about increasing health access for immigrants and refugees. The members of our cooperative are people who face barriers to accessing health care due to their language and culture. We are committed to patient-centred care and provide a supportive, rewarding and flexible work environment. Our part-time family practice and pediatric clinic, located in the heart of New Westminster's charming downtown, is expanding and looking for a part-time medical office assistant 24 hrs/week, with the opportunity of increasing hours.

### ABOUT THE CLINICS

The Umbrella Family Practice Clinic and the Pediatric Consultation Clinic are part-time clinics that provide primary care to newcomer communities. They specialize in immigrant and refugee care. Both clinics have a growth strategy for the upcoming years. Our clinics work with the Cross-Cultural Health Broker (CCHB) model. The CCHB is a bilingual and bicultural health care worker that supports patients and health care providers with language interpretation, understanding of health care systems and referrals to other community agencies. Our clinics support communities that speak Arabic, Dari, Farsi, Pashto, Spanish and Tigrinya.

### SUMMARY OF POSITION

The medical office assistant (MOA) works under the supervision and support of the Program Coordinator supporting patients and physicians. The MOA has knowledge of medical billings, clinic procedures and proficiency using OSCAR electronic medical records (EMR).

Main responsibilities:

- Create a welcoming and supportive environment for patients, members, and clients
- Coordinate clinic flow, including preparing clinic rooms, greeting clients, etc.
- Coordinate physicians, CCHB and patient's clinic schedule
- Manage OSCAR Electronic Medical Records
- Coordinate follow-up care with CCHBs and patients
- Review and complete clinic billing in the end of each clinic to make sure all requirements are met, and all services are billed, proactively looking for opportunities for 100% paid claims
- Submit MSP, IFHP and other billings according to payment deadlines
- Manage CCHB and physician's timesheets

- Train and support all CCHBs on OSCAR and confidential communications
- Maintain supportive relationships with other patients, team members and service providers
- Check mail and voicemail daily
- Manage incoming and outgoing mail
- Manage distribution of bi-monthly cheques
- Manage office space with other programs and services
- Manage all office/stationery supplies (inventory, procurement)

## **SELECTION CRITERIA:**

### REQUIRED:

- Willingness to advocate for patients regarding social determinants of health as needed
- Commitment to promoting a culturally safe, anti-oppressive environment
- Ability to build strong trusting relationships with team members, patients and other service providers
- Ability to respond kindly in difficult situations
- Medical Office Assistant certificate or diploma, or equivalent education and training
- Experience in a medical office setting and skilled with phone etiquette
- Fluency in English and ideally one or more languages
- Knowledge of Electronic Medical Records (EMR) and other relevant computer programs
- Commitment to maintaining professional standards and confidentiality
- Strong teamwork and communication skills
- Effective time management, organizational abilities and detail orientation
- Proficient in problem-solving and critical thinking
- Ability to work in a dynamic work environment
- Self-awareness and ability for self-care

### PREFERRED:

- Demonstrated commitment to or passion for issues of health equity and access
- Proficiency of OSCAR EMR
- Understanding of the Canadian health care system
- Work experience in community-based initiatives
- Lived experience with or understanding of migration issues
- Demonstrated ability to work as part of a culturally diverse team

**JOB TYPE:** Part-time contract, 24 hours/week, with the opportunity of increasing hours

**SALARY:** \$19 per hour

**DEADLINE TO APPLY:** Wednesday July 18<sup>th</sup>,2018 at midnight

**APPLICATION INSTRUCTIONS:** Please send a resume and cover letter (only one file, please) with subject line "MOA-FirstName-LastName" to [info@umbrellacoop.ca](mailto:info@umbrellacoop.ca)

We kindly thank you in advance for your interest and application; however, due to limited resources, we can only contact candidates selected for an interview.