



## **Job Posting: Mobile Clinic Medical Office Assistant/Administrative Assistant (MOA)**

Umbrella Multicultural Health Co-op is a member driven not for profit health services organization. Our members are people who face barriers to accessing health care due to their language and culture. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those who are without access to health security.

The Umbrella Mobile Clinic is targeted to the unique needs of Spanish-speaking migrant agricultural workers. The clinic provides virtual and in-person medical, physiotherapy and health promotion services in the Fraser Valley and BC.

### **Job purpose/summary**

As the face of the organization, the mobile clinic medical office assistant/ administrative assistant (MOA) plays a key role in creating a warm, welcoming and safe environment for patients, community members, team-members and other stakeholders that reflects the organizations values. The mobile clinic MOA performs extensive clerical medical office duties that are critical to the efficiency and function of the mobile clinic program. With support and supervision from the Mobile Clinic Coordinator, the mobile clinic MOA works as part of and facilitates an interdisciplinary team by providing seamless administrative support. The mobile clinic MOA has knowledge of medical billings, clinic and office procedures, proficiency using OSCAR electronic medical records (EMR) and is kind, efficient and patient. This position requires fluency in English and Spanish.

### **Duties and responsibilities**

1. Create a welcoming and supportive environment for patients, members, and clients, responding kindly to requests and providing resources information
2. Directly supports patients with varying levels of literacy with health system navigation
3. Coordinate clinic schedule
  - Coordinate health care practitioners and CCHBs availability
  - Organize patients' appointments schedule for in-person and virtual appointments
  - Triage requests for medical appointments and advance access appointment slots
  - Coordinate internal referrals (SDH, physiotherapy, health promotion, etc.)
4. Assist with mobile clinic set-up and take-down from office-site-office, including appropriate storage of equipment and technological troubleshooting
5. Organize clinic flow, including preparing clinic rooms, and disinfect and sanitize rooms after in-person appointments.
6. Complete patient follow-up care: referrals, faxing reports, prescription refills, etc.
  - Arrange for PLS translation and interpretation services as required
  - Arrange for patient accompaniment and transportation services as required, in collaboration with volunteers and community partners.
7. Manage medical/ legal processes such as clinical records, form completion and invoicing to third party services
8. Compile, prepare and submit billing records according to timelines
9. Keep inventory up-to-date and place orders for office, medical and testing supplies
10. Strictly adhere to privacy and confidentiality guidelines
11. Perform office administration duties
  - Check mail and voicemail daily and distribute voice messages effectively, respectively and in a timely manner

- Sort and distribute incoming and outgoing mail
  - Manage email account and respond to email, telephone and in-person inquiries in a timely manner
  - Submit cheque requisitions, scan, print and file invoices
  - Update and maintain mobile clinic program's filing system
  - Report and troubleshoot issues related to mobile clinic operations in a timely manner (e.g., building maintenance, equipment repair, patient's feedback/complaints, etc.).
12. Attend team meetings and take minutes, and engage in on-going team planning and program improvement
  13. Support with documentation of clinic processes and procedures and provide feedback for improvement
  14. Adhere to Umbrella Co-op COVID-19 Safety Plan and educate patients, visitors and community members on guidelines and protocols

## **Qualifications**

### Required Skills and Education:

- Fluency in English and Spanish required.
- Demonstrated ability to acknowledge, identify and respect cultural differences, including their own, in serving clients, in working relationships, and all stakeholder interactions and relationships
- Medical Office Assistant Diploma/Certificate (or equivalent experience)
- Ability to navigate MacOS computers, Microsoft applications and cloud-based systems and other digital communication platforms (WhatsApp, Viper etc.)
- Ability to learn new software quickly and willingness to continuously develop new technological skills
- Demonstrated excellent communication skills necessary to provide compassionate, respectful and timely support over the phone and in-person to patients, clients and members
- Demonstrated great attention to detail with the ability to work under pressure, prioritize, account for results and meet challenging deadlines with the ability to maintain a positive attitude
- Ability to take initiative, multi-task, solve complex problems working independently and in a team environment
- Maintaining calm tone and demeanor while working with clients
- Ability for time management, prioritization and organization
- Demonstrated ability for relational practice, active listening, and building trust with all stakeholders
- Demonstrated ability to manage risk
- Demonstrated ability to maintain confidentiality

### Preferred Skills:

- Experience using OSCAR electronic medical records (EMR)
- Experience working in culturally diverse community-based setting

## **Working conditions**

As community service organization, the work at Umbrella Co-op is demanding and rewarding. Umbrella Co-op is committed to providing an emotionally and physically safe working environment where employees can thrive in their roles.

The mobile clinic MOA works in a fast-paced and high-pressure environment. The role directly impacts the quality of care that patients receive and the efficacy of primary health care clinics

team. They may deal with challenging patients and must be able to remain empathetic and patient. The role requires the ability to make sound decisions within their scope that can change a person's day or even their life.

Through the cleaning of examination rooms, the mobile clinic MOA may be exposed to disease and infections transmitted by contact to contaminated surfaces. The mobile clinic MOA will be trained under the carefully developed safety protocols and will be provide appropriate PPE to mitigate risk.

The position works on some evenings and weekends to support the needs and gaps of the community served. Additional work hours may be required if project deadlines are tight and if problems occur during non-working hours. Hours may be banked and balanced out as per organizational guidelines.

The mobile clinic MOA works onsite in a shared office environment and remotely, and daily interpersonal interactions are required using videoconferencing and mobile technologies.

In addition to staff training events, the mobile clinic MOA has the opportunity to participate in regular (evening) MOA professional development sessions organized by the Fraser Northwest Division of Family Practice.

### **Physical & Mental requirements**

The mobile clinic MOA role requires frequent data entry with extended periods of time sitting stationary in front of a monitor. Occasional heavy lifting of medical and office supplies may be required, and mobile clinic MOA is encouraged to reach out to team-members if assistance is needed.

The mobile clinic MOA works outdoors and in remote locations in the Fraser Valley. Travel with the team is required during scheduled clinic days. Outdoor mobile clinics may require standing and moving outside under rainy, cold or high heat conditions.

The mobile clinic MOA has many inter-personal transactions daily, which sometimes includes angry, scared and confused patients and patients with mental health issues. The role requires strong mental resilience to remain kind through all interactions and assert boundaries with good judgement. The mobile clinic MOA is encouraged to participate in team meeting debriefs for emotional support, and the Mobile Clinic Coordinator will proactively support the mobile clinic MOA as required and encourage self-care practices.

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**JOB TYPE:** Full-time, 35 hours per week , five days per week (including Sundays), six-month contract with possibility for contract extension

**SALARY:** \$20.14-\$21.83 per hour, depending on experience, with extended health and dental benefits

**EXPECTED START DATE:** July 1, 2021

**APPLICATION INSTRUCTIONS:** Please submit a one-page cover letter and your resume, all one document, with the title: "InsertYourName.Mobile Clinic MOA Position" to [info@umbrellacoop.ca](mailto:info@umbrellacoop.ca)

If you have any questions, please contact Shaina Schafers at [info@umbrellacoop.ca](mailto:info@umbrellacoop.ca)

We kindly thank you in advance for your interest and application; however, only selected candidates will be contacted for an interview.