



## **Job Posting: Medical Office 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.

### **Job purpose/summary**

As the face of the organization, the medical office 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 MOA performs extensive clerical medical office duties that are critical to the efficiency and function of the primary health care clinic and organizational operations. With support and supervision from the Clinics+ Coordinator, the MOA works as part of and facilitates an interdisciplinary team by providing seamless administrative support. The MOA has knowledge of medical billings, clinic and office procedures, proficiency using OSCAR electronic medical records (EMR) and is kind, efficient and patient.

### **Duties and responsibilities**

1. Create a welcoming and supportive environment for patients, members, and clients, responding kindly to requests and providing resources information
2. Works closely with CCHB on follow-ups, scheduling, providing, and exchanging information about patients
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
4. Organize clinic flow, including preparing clinic rooms, and disinfect and sanitize rooms after in-person appointments.
5. Complete patient follow-up care: referrals, faxing reports, prescription refills, etc.
  - Arrange for PLS translation and interpretation services as required
6. Manage medical/ legal processes such as clinical records, form completion and invoicing to third party services
7. Compile, prepare and submit billing records according to timelines
8. Keep inventory up-to-date and place orders for office, medical and testing supplies
9. Strictly adhere to privacy and confidentiality guidelines
10. 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
  - Submit cheque requisitions for monthly bills, and print and file invoices
  - Supervise office cleaner performance and timesheet
11. Attend team meetings and take minutes, and engage in on-going team planning and program improvement

### **Qualifications**

Required Skills and Education:

- Fluency in English. Second language an asset
- 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 communications platform (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 and mitigate 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 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 MOA may be exposed to disease and infections transmitted by contact to contaminated surfaces. The MOA will be trained under the carefully developed safety protocols and will be provide appropriate PPE to mitigate risk.

In addition to staff training events, the 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 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 MOA is encouraged to reach out to team-members if assistance is needed.

The MOA has many inter-personal transactions daily, which sometimes includes difficult patients and patients with mental health issues.

The MOA requires strong mental resilience to remain calm and professional through all interactions and assert boundaries with good judgement. MOA is encouraged to participate in team meeting debriefs for emotional support, and the Clinical Supervisor will proactively support MOA as required and encourage self-care practices.

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**JOB TYPE:** Part-time, 28 hours per week: Monday and two other workdays. This is a temporary contract position with end date January 31, 2023.

**SALARY:** \$21.14 to \$21.83 per hour, depending on experience

**EXPECTED START DATE:** As soon as possible

**APPLICATION INSTRUCTIONS:** Please submit a one-page cover letter and your resume, all one document, with the title: "InsertYourName.Clinics+MOA Position" to [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.