



Job Posting: Medical Office Assistant (MOA)

Umbrella Multicultural Health Cooperative is a member-driven, not-for-profit, community health Centre (CHC). Our members are people who face language and cultural barriers accessing health care. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those without access to health security.

We work with a Cross Cultural Health Broker (CCHB) Model. CCHBs are multicultural, multilingual health care workers who facilitate communication between patients, service providers and health and social service systems.

Job Summary

As the face of the organization, the medical office assistant (MOA) plays a key role in creating a warm, welcoming, and safe environment, that reflect the organizational values, for patients, community members, team-members and other stakeholders.

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. The MOA has knowledge of clinic and office procedures, basic medical billing, proficiency using OSCAR electronic medical records (EMR), and demonstrates kindness and compassion to self and others. With support and supervision from the Clinics+ Coordinator, the MOA works as part of an interdisciplinary team formed by cross-cultural health brokers (CCHBs), family doctors, nurse practitioner, pediatricians, registered nurses, social determinants of health worker and program coordinators.

Duties and responsibilities

1. Creates a welcoming and supportive environment for patients, members, and clients, responding kindly to requests and providing culturally appropriate resources and information.
2. Works closely with CCHBs on patient follow-up, scheduling, and providing and exchanging information to patients.
3. Organizes clinic schedule:
 - Coordinates clinicians and CCHBs availability.
 - Organizes patient appointments schedule for in-person and virtual appointments.
 - Triage requests for medical appointments and advance access appointment slots.
4. Organizes clinic flow, including preparing clinic rooms, and disinfecting and sanitizing rooms after appointments.
5. Completes patient follow-up care: referrals, faxing reports, prescription refills, etc.
 - Arranges for Provincial Language Services (PLS) interpretation services as required.
6. Manages medical-legal processes such as clinical records and form completion, and invoicing to third party services when necessary.
7. Compiles, prepares and submits billing records according to timelines.
8. Maintains clinic inventory up-to-date and procures medical supplies in a timely manner.
9. Performs other office administration duties:
 - Checks mail and voicemail daily and distributes voice messages effectively, respectively and in a timely manner.
 - Sorts and distributes incoming and outgoing mail.
10. Strictly adheres to privacy and confidentiality guidelines.
11. Attends program meetings and team meetings and takes minutes as necessary.
12. Other related duties as required.

Qualifications

Required Skills and Education:

- Completion of a Medical Office Assistant diploma or certificate plus one year of recent related office/clerical experience, or an equivalent combination of education training and experience.
- 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.
- Demonstrated ability to navigate MacOS computers, Microsoft applications and cloud-based systems and other digital communications platform (WhatsApp, Zoom, 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 community members.
- Demonstrated attention to detail with the ability to work in a dynamic environment, prioritize, account for results, and meet timelines.
- Ability to take initiative, solve complex problems working independently and in a team environment.
- Ability to maintaining calm tone and demeanor while working with patients.
- Demonstrated ability for relational practice, active listening, and building trust with all stakeholders.
- Demonstrated ability to exercise sound judgement.
- Demonstrated ability to maintain privacy and confidentiality.

Preferred Skills:

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

Working conditions

As per the current Public Health Orders (Hospital and Community – Health care and other services), as of October 26, 2021, all employees working at Umbrella Multicultural Health Co-op must be fully vaccinated for COVID-19. Proof of vaccination status will be required.

JOB TYPE: This is a temporary leave replacement position, term uncertain, with expected end date March 31, 2024. Full-time, 35 hours per week, Monday to Friday.

SALARY: \$20.14 to \$21.83 per hour, depending on experience, and a full range of benefits including extended health and dental benefits, and a group retirement plan.

EXPECTED START DATE: As soon as possible. Posting will be published on our website until the position is filled.

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

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