



Position: Medical Office Assistant

Reports To: Coordinator of Community Withdrawal and Crisis Support Program (CWCSP)

Position Summary

The Medical Office Assistant, under the direction of the Coordinator of CWCSP, will primarily be responsible for administrative support to the inter-disciplinary team at ADSTV's Rapid Access to Addictions Medicine (RAAM) clinics.

This role manages and shares as required information collected from clients with the appropriate inter-disciplinary team members. The Medical Office Assistant must be able to communicate and work effectively on a multidisciplinary team and have a working knowledge of medical terminology.

This position may be required to work at other points of access such as a supervised consumption site.

Details of Position/Hours of Work

- Permanent
- Full time, 35 hours/week
- Schedule may vary according to program needs including evenings and weekends

Compensation

- \$18.96 - \$20.33 per hour
- 19 days' vacation in first year
- Benefit eligibility after three months

Duties & Responsibilities

- Greet and direct clients to appropriate resources and / or services
- Provide clinical reception services both in person and via phone
- Handle all correspondence, including: email, fax and mail
- Scheduling and confirm patient appointments / tests / follow-ups and managing the clinic's schedule
- Provide administrative support and perform clerical duties
- Manage client referrals
- Ensure accuracy of client documentation
- Update and maintain client Electronic Medical Record (EMR)
- Analyze data and relevant information to: compose reports, compile statistics, and prepare correspondence and agendas
- Monitor inventory of medical supplies and materials and order as required

- Arrange for medical materials to be properly cleaned or disposed of
- Make recommendations for policy and /or procedure improvements
- Participate in meetings as requested
- Other duties as assigned

Knowledge, Skills, Abilities, Other Requirements

- Medical Office Administration Diploma required
- 2-5 years' medical office administration experience required
- Current CPR Certification required
- Experience with EMRs required including knowledge of medical terminology
- Knowledge of Harm Reduction principles
- Experience working with vulnerable populations
- Ability to communicate and work effectively on a multidisciplinary team
- Proficient in use of computers and other office equipment
- Excellent organizational and problem solving skills
- Strong knowledge of general office procedures
- Previous experience in handling confidential or sensitive information; knowledge of applicable data privacy laws
- Able to maintain filing systems and basic databases
- Meticulous records maintenance skills
- Able to manage time efficiently and prioritize multiple tasks
- Strong interpersonal skills
- Strong customer service orientation

Working Conditions

- May be exposed to infectious and communicable diseases; working with individuals who have a history of trauma and being aggressive.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required
- Pressures of deadlines and multi-tasking environment
- Interacting with clients in a clinical setting
- Moderate physical activity including walking, standing, sitting, lifting

PLEASE SUBMIT RESUME & COVER LETTER IN CONFIDENCE BY

January 26, 2018 at 4:30 pm to:

ADSTV

Attn: Human Resources – **Medical Office Assistant**
260-200 Queens Ave., London, ON N6A 1J3

or

employment@adstv.on.ca



Please indicate the position you are applying to in the subject line if submitting via email.

ADSTV is an inclusive employer and encourages applications from Indigenous persons, women, persons with disabilities and members of visible minorities. If you require a disability-related accommodation during this process, please inform us of any required accommodations needed.

Preference will be given to candidates who are proficient in both official languages of Canada and who meet all job requirements.

Préférence sera accordée aux candidats qui sont compétents dans les deux langues officielles du Canada et qui satisfont à toutes les exigences de l'emploi.

We thank all applicants for their interest but regret only those selected for an interview will be acknowledged.

No phone calls please.