



Snuneymuxw

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JOB POSTING

Medical Office Assistant (Reposted)

JOB OVERVIEW

Reporting to and working under the clinical supervision of the Home & Community Care Nursing Manager, the Medical Office Assistant is responsible for providing administrative and medical support and coordination to the Snuneymuxw Health Team. This is a full-time, permanent position to support our growing team.

JOB RESPONSIBILITIES

The Medical Office Assistant will be responsible for the following duties:

- Receive client phone calls and direct follow-ups to team members or make appointments as needed.
- Supply immunization records to parents, and provincial health agencies upon request following confidentiality guidelines and protocols.
- Update client demographic information on Profile EMR.
- Upload and scan confidential lab reports to client files and file documents as appropriate.
- Attend regular planning meetings and manage flow of information, such as recording minutes, sub-committee meetings and special event planning.
- Assist in delivering community events by coordinating administrative details.
- Prepare agendas, securing locations, and confirming attendance for set meetings.
- Run errands or shop in support of health care delivery when required.
- Refer clients to internal and external resources when appropriate.
- Scan all received medical documents for all patients registered at the Health Center.
- Be involved in contacting the physicians for all lab tests received outside of normal physician hours for advice.
- Liaise with Lifelabs and Excelleris to ensure result delivery is consistent for all patients seen at Snuneymuxw.
- Reconciliation of all investigations ordered by Snuneymuxw physicians for patients seen at the clinic to ensure results are received and not transferred to other clinics.
- Administrate requisitions/tests to ensure they are fully completed, and appointments are made for blood draw or imaging etc. and that relevant requisitions are available as needed.
- Improve Profile EMR functionality by liaising with the physicians and Profile helpdesk team.
- Assist other Snuneymuxw health staff in ensuring good engagement with community members.



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- Provide a chaperone service for all intimate exams as required by physicians and/or requested by patients.
- Strive to meet and exceed the national standards of accreditation.
- Actively seek out and support activities that promote client, staff, visitor, and contractor safety.
- Perform other duties as assigned.

JOB REQUIREMENTS

Education:

- Grade 12 Graduation required.
- Medical Office Assistant Certificate required.
- Medical Office Assistant Diploma considered an asset.

Experience:

- 2 years administrative or medical office assistant experience.
- First Aid Certificate/CPR Level 1 considered an asset.
- Valid class 5 BC driver's license an asset.

Knowledge, Skills and Abilities:

- Excellent organizational and time management with the ability to multitask different tasks simultaneously.
- Adherence to a professional Code of Ethics.
- Strong work ethics with excellent interpersonal, communication and presentation skills.
- Strong interpersonal skills; ability to establish and maintain effective and efficient working relationships with parents, staff and community agencies/representatives.
- Ability to work as a team member as well as to be self-directed in carrying out daily duties.
- Demonstrated ability to use software applications and clinical information system (preferable PROFILE).
- Knowledge of medical office procedures and functional flow.
- Knowledge of Microsoft 365 Suite, ex: Publisher, Word, and Excel.
- Knowledge of Coast Salish culture protocols/traditional practices is desirable.

SPECIAL REQUIREMENTS

1. Must be able to obtain and maintain a Criminal Records Check
2. Provide proof of valid Covid-19 Vaccine Pass
3. Must provide copies of all professional certificates and designations.
4. Must be able to work effectively in a variety of settings and in a cross/cultural situation and be knowledgeable of the services available in the community.
5. Must demonstrate strong morals and ethics.
6. May be required to work additional hours to meet operational needs when necessary.



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7. Must conduct themselves in a friendly, courteous, and professional manner.
8. Must show a positive and helpful attitude and demonstrate to be trustworthy, dependable, and punctual in all workplace activities.
9. Must be able to maintain strict confidentiality in performing duties and demonstrates personal attributes of integrity, respect, trust, honesty, compassion, and accountability.

Willingness Statements:

- You may be required to work outside of work hours if an emergency occurs.
- You will be subject to satisfactory reference check and Criminal Records Checks with vulnerable sector search.
- You will be required to provide copies of your professional certificates.
- You must maintain strict confidentiality in performing the duties of the Medical Office Assistant and must adhere to the Snuneymuxw Health Centre Confidentiality Policy; as well as your professional Code of Ethics and accreditation standards. This includes providing a copy of your COVID-19 vaccination pass, according to our vaccination policy.

Please submit your current resume and cover letter to:

Snuneymuxw First Nation
Attention: Human Resources
668 Centre Street, Nanaimo, BC, V9R 4Z4
or email: HR@snuneymuxw.ca
Fax: 250-753-3492

Deadline Date: January 24, 2023 at 4PM PST



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Snuneymuxw Standards

Our values will guide us towards becoming a stronger, more effective organization with a positive and mutually beneficial work environment for everyone.

Achievement

Deliver what matters
Ensure clarity of direction and unity of purpose
Inspire excellence and strive for outstanding results

Collaboration

Work together to build successful teams and partnerships
Be open, inclusive and share knowledge
Seek, provide, and act on feedback

Community Commitment

Know our community and put them first
Listen to and understand community needs
Be responsive, close the loop and deliver on promises

Integrity

Own your actions, successes, and mistakes
Act with transparency, honesty, and respect
Do what you say you will do

Innovation

Look for ways to improve and create positive change
Think broadly and take a wider viewpoint
Be responsive to new ideas and opportunities