Éyameth’
Health Centre

Title of Position:	**Medical Office Assistant (MOA)**
Department:	**Éyameth’ Health Centre**
Type of Position:	**Full Time (1.0 FTE)**
Salary Range	**Based on the Éyameth’ Salary Grid**

General Accountability

Working in a team-based model to conscientiously receive and acknowledge the needs of all customers/clients. The MOA is often the first point of contact with community, and we need to ensure they represent a welcoming, culturally safe approach and adhere to our community-driven vision and “every door is the right door” principles.

what we want

Reporting to the Clinical Operations Manager, the MOA is required to act independently, and as a member of a multi-disciplinary team within our organization, following Éyameth’ program guidelines and standards. This position provides reception (in-person, phone and digital) and clerical services, as well as assistance with data entry. This position assists with tasks that are a cross responsibility of all team members, ensuring our operations are smooth and client centered.

The MOA must be able to work within a wholistic value system while building a community-based medical system dedicated to fostering healthy and self-reliant individuals, families, and community.

The MOA must be sensitive and responsive to community needs as defined in the Comprehensive Community Plan and Community Vision 2060 and operate within the defined guidelines and policies of Sts’ailes.

Organizational Structure

The MOA reports directly to the Éyameth’ Clinical Office Manager.

Key Responsibilities

Provide highly responsive and quality medical office assistance to the leadership and clinical team as well as the overall healthcare team. In support of the Clinical Operations Manager, the MOA will remain well organized and be informed of current issues, both internal and external, that may affect the ‘Eyameth’ Health Centre.

Éyameth'
Health Centre

1. Actively deepening expertise in cultural safety and humility, integrating wellness-informed approaches into daily tasks to enhance a caring community environment.
2. Ability to maintain confidentiality and handle sensitive employee information.
3. Greet clients and create a welcoming atmosphere, serving as an approachable, helpful, and friendly first point of contact.
4. Provides reception services including handling telephone inquiries, scheduling appointments, arranging for patient referral to specialists, special testing and other care providers.
5. Provides clerical and administrative support to the 'Eyameth' healthcare team, including typing of reports, letters, and notices as well as scanning.
6. Is responsible for typing, copying, assembling and maintaining patient charts and files as well as transcribing patient notes, correspondence and reports.
7. Performs data entry for the purposes of patient registrations, MSP billing information for Teleplan System. Notifies Supervisor of outstanding aged and rejected claims, MSP Remittances and Adjustments.
8. Prepares examination and treatment rooms for patient visit, including cleaning and setting up of equipment, with support from nursing and allied health.
9. Escorts patients to the appropriate examination room and ensuring adequate resources are in place for all users of the space.
10. Assists Physician/Nurse Practitioner with clinic procedures, such as examination room preparation for removal of warts; pap smears and performs lab stick urine testing.
11. Cleans and packages small surgical and/or procedure instruments according to standard protocols.
12. Receives payments from patients and codes payments into the cash receipts journal.
13. Works with the team to assist in ordering, maintaining, receiving and checking supplies, equipment and reference material.
14. Participates in the orientation of new staff and students as well as maintaining manuals, contributing to a team environment focused on delivery of high-quality community-driven healthcare model.
15. Liaises with health care and traditional team members within the organization, as well as general practitioners' offices to provide program related information.
16. Reports unusual occurrences and risk management issues.
17. Participates on committees and attends meetings as assigned.
18. Performs other related duties as assigned, as a vital part of the team.
19. Strengthening relationships with clients and colleagues, understanding the unique challenges faced by rural and remote communities, and working towards enhancing access to innovative, customer/client centered health and wellness services.

Éyameth'
Health Centre

20. Attend to patient behaviors in the waiting room by listening, supporting, validating and in the case of disruptive behaviors employing de-escalating techniques. If necessary, contact Clinical Team Lead or other appropriate staff members for assistance.
21. Provide intake services to new clients, by determining their needs or directing them to the appropriate clinician.
22. Build positive relationships with individual customers/clients, in support of good health outcomes, ensuring alignment of all activities with the vision for transformative, innovative, and safe quality of care.

Knowledge & Skills

1. Grade 12 or equivalent (GED)
2. Certificate from a recognized Medical Office Assistant program
3. Strong demonstrated knowledge of medical office procedures
4. Strong demonstrated knowledge of general office procedures
5. One year's recent, related experience or an equivalent combination of education, training and experience.
6. Ability to type at least 50 words per minute
7. Have a cultural approach to customer/patient delivery.
8. Ability to operate all related office and medical equipment.
9. Physical ability to perform the duties of the position.
10. Experience with Microsoft programs such as Excel, Word, Outlook and Teams is required.

Complexity & Uniqueness

The MOA contributes to the overall functions of the organization through coordinating and administering meetings, planning sessions, and all administrative tasks assigned.

The work of the MOA is subject to all applicable Sts'ailes/ Éyameth' Health Centre policies and procedures. This position may make recommendations and provide research information supporting initiatives that occur within the Éyameth' department. This key clinical work is subject to and directed by the Éyameth' Executive Director and the Clinical Operations Manager to meet the goals and objectives as identified within the Mission, Vision and Strategic Plans of Éyameth'. Annual work plan activities are expected to coincide and support the overall objectives of the Éyameth' Health Centre, Society Board, and Sts'ailes Chief & Council.

Éyameth’
Health Centre

IMPACT

The work of the MOA complements the work of the Éyameth’ Executive Director and Clinical Lead by undertaking various frontline clinic initiatives and providing clinical policy, program and administrative support, in direct support to and communications with the customers/clients.

COMMUNICATIONS

The MOA must maintain frequent contact with the Éyameth’ Clinical Operations Manager and team to discuss established work priorities and provide updates on Éyameth’ performance.

The Éyameth’ MOA obtains customer/client feedback and will be responsible for flowing information appropriately to address all issues and concerns and ensure future programs and services are informed in a good way.

Must possess a high level of interpersonal and communication skills to handle sensitive and confidential situations. Ability to work well with and communicate with all levels of internal management/team and external community partner staff, as well as customers/clients, and key stakeholders.

Correspondence, memorandums, reports including privileged and highly sensitive material prepared for the clinical lead and team. Provides timely and effective communications regarding incidents or situations which might impact the Éyameth’ Health Centre or Sts’ailes organization.

Receives and assists employees, community members and general public with complaints and requests for information, referring calls to other staff members when appropriate.

Éyameth'
Health Centre

Acknowledgement and Certification

My signature below certifies that I have read, understood, and accepted my job description. I will adhere to the Sts'ailes Personnel Policies and Procedures Manual and other procedures necessary to perform the duties and responsibilities of the position. I understand that this is a **Full-Time position**.

Employee:	**Signature:**	**Date:**
Director:	**Signature:**	**Date:**

Job Description Reviewed: YES or NO	**Date Reviewed:**
Reviewed by:	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.