

## Medical Office Assistant

Under the supervision of the Clinic Administrator, the Medical Office Assistant is responsible for the coordination of new client intake and secretarial duties that support our primary health care providers at the Rapid Access Addiction Medicine Clinic (RAAM).

### ROLE RESPONSIBILITIES

This role is responsible to perform reception and health records duties, including but not limited to:

- Receiving and directing visitors/patients, information and communications;
- Scheduling patient appointments;
- Collecting and recording patient and service delivery data and information;
- Referring patients to other staff as appropriate;
- Maintain, update and filing patient charts;
- Support OHIP billing;
- Photocopying patient records, reports, forms and other documents.
- Collaborate with other members of the RAAM Team to ensure all clinic duties/responsibilities are fulfilled
- Participate in team and staff meetings, chart reviews, case conferences, and other meetings and committees as appropriate to support both service delivery and organizational goals.

### COMPETENCIES

- Excellent time management and organizational skills
- Self-starter with superior attention to detail and able to work within set timelines, multi-task and work independently
- Excellent skills and administration of all components relating to the electronic health record and database systems
- Familiarity with Practice Support Solutions (PSS) an asset
- Ability to maintain a high level of professionalism
- Excellent communication, interpersonal, and diplomacy skills
- Ability to respond to difficult patient situations with maturity and sound judgement
- Demonstrated commitment to maintaining professional boundaries and ethical practice
- The ability to demonstrate cultural competence and respect for diversity
- High level of confidentiality
- Proficiency with Microsoft Office Suite including Excel and Word

### QUALIFICATIONS

- Completion of post secondary diploma program relating to office administration (medical office administration preferred)
- Minimum of two years' experience working with customers and handling a fast-paced office environment preferably in a health care setting required
- Knowledge of community resources an asset
- Lived experience related to addictions and/or mental health an asset

### OTHER REQUIREMENTS

- CSC Clearance by PWGSC
- Standard First Aid/CPR + AED, Level C

### WORKING CONDITIONS

- Office environment and related equipment
- Interaction with patients with substance use and mental health issues

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**APPLICATION DEADLINE:**      **Open until filled**

**POSITION DETAILS:**            **Part time – Monday and Friday (days). This role will be based out of Fergus, ON.**

**CONTACT:**                        Please direct your resume and cover letter **via e-mail only** to Human Resources at [hr@stonehenge.com](mailto:hr@stonehenge.com). Please also indicate “Medical Office Assistant” on the subject line.

*Stonehenge Therapeutic Community accommodates the needs of applicants throughout the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Human Rights legislation. Should you require it, accommodation can be made at any point, upon request.*

***We thank all applicants in advance for their interest in this position however only those candidates selected for an interview will be contacted.***