

STONEHENGE THERAPEUTIC COMMUNITY

JOB POSTING

RAAM Clinic Administrator

POSITION SUMMARY

The RAAM Clinic Administrator is responsible for the administrative oversight of the Waterloo Wellington Rapid Access Addiction Medicine (RAAM) Clinics. The successful candidate will support the effective functioning of the RAAM clinics by supporting standardization of practice, data reporting, scheduling and coverage and management of the electronic medical records.

The Clinic Administrator will provide supervisory support to the clinic MOA's through routine supervision, coaching and feedback, and the collaborative delivery of performance appraisals.

RESPONSIBILITIES

Reporting to the Clinical Manager – Community Services, the RAAM Clinic Administrator will:

General:

- Provide administration oversight to the Waterloo-Wellington RAAMs
- Review, update and distribute all policies and procedures
- Liaise with external vendors and partners to coordinate events and purchase supplies/equipment
- Liaise with Stonehenge Administrative Team as required
- Support all team members and external parties by responding to questions/requests and following up if needed
- Manage the oversight of the EMR System (PSS)
- Coordinate equipment inventory and distribution
- Oversee day to day activities of the RAAM clinics and administration staff
- Coordinate the scheduling and coverage of the RAAMs
- Coordinate audits, research and evaluation as required
- In coordination with RAAM staff, ensure completion of regular patient satisfaction surveys
- Ensure accurate and timely data management and reporting
- In coordination with the Logistics Manager and DQA, ensure appropriate data reporting to the WWLHIN
- Provide remote administrative support to the Mobile RAAM Clinic
- Provide Quality Assurance Support for the clinic MOAs
- Support and participate in a variety of projects or assignments as needed
- Other duties as assigned

Leadership/Supervision:

- Oversee Part-time Medical Office Assistant (MOA) team including:
 - Support the professional development of MOA staff through routine supervision
 - Ensure standard practices among MOA staff between clinics
 - Provide coaching and feedback in support of quality assurance
 - Complete probationary and annual performance appraisals, in conjunction with the Clinical Manager, Community Services
- Participate in new staff recruitment in conjunction with the Clinical Manager, Community Services and the HR Manager
- Orient and support new staff in understanding roles and responsibilities

SPECIFIC SKILLS REQUIRED

- Self-starter with superior attention to detail and able to work within set timelines, multi-task and work independently
- Excellent IT skills including a proficient knowledge of Windows, Microsoft Office Programs, Scheduling Systems and Electronic Medical Record Systems (experience with PSS an asset)
- Understanding of medical language and infection control
- Demonstrated ability to work both as a member of a team and independently
- Open and non-judgemental
- Excellent communication, interpersonal, and diplomacy skills
- Ability to maintain a high level of professionalism and confidentiality
- Knowledge of community resources an asset

QUALIFICATIONS

- Completion a College Diploma or University Degree relating to Office Administration (medical office administration preferred)
- Minimum 3-5 years experience
- Thorough understanding of Occupational Health and Safety, Employment Standards Act and PHIPA
- Lived experience related to addictions and/or mental health an asset
- Previous experience working with individuals who use substances an asset
- Experience providing administrative supervision and oversight an asset
- Experience with Scheduling Systems and Electronic Medical Record Systems (experience with PSS an asset)

OTHER REQUIREMENTS

- CSC Clearance conducted by PWGS Canada
- Standard First Aid/CPR Level C and AED
- Access to reliable transportation

APPLICATION DEADLINE:

By 4:00 PM on January 8, 2021

POSITION DETAILS:

This is a full time permanent role.

CONTACT:

Please direct your resume and cover letter **via e-mail only** to Human Resources at hr@stonehengetc.com. Please also indicate "RAAM Clinic Administrator" 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.