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**Internal/External Employment Opportunity**

**Position:** Medical Office Assistant  
**Component/Team:** Health Services  
**Status:** Casual (No guaranteed hours)  
**Salary Scale:** \$20.32 - \$24.48 hourly plus 4% vacation pay in lieu of benefits  
**Start Date:** Immediately

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**Position Description:**

The Health Services Medical Office Assistant is an integral member of the Health Services Medical Office Assistant Team providing a broad range of administrative services and support to the Health Services component of the Sandy Hill Community Health Centre.

The Health Services Medical Office Assistant shall provide the following services: reception services, telephone appointment services, personal appointment services and medical records services to the Health Services Component.

**Skills, Education and Experience:**

Requirements for this position include:

**Education and Language**

- High school graduation diploma or equivalent
- Medical Office Assistant Diploma an asset
- Under the Centre's designation to provide French Language Services:
  - French (oral expression): Advanced +
  - French (oral comprehension): Advanced +
  - French (reading comprehension): Advanced
- Fluency in English, both oral and written

**Professional Experience**

- Minimum two years secretarial or clerical experience in a medical environment
- Experience working with a broad range of populations, including: youth, street involved, people living with mental health issues, people living with problematic substance use, multi-cultural communities and disenfranchised groups
- Experience working with electronic medical records



### **Knowledge, Skills and Abilities**

- Strong interpersonal, organizational and problem-solving skills
- Effective communication skills
- Ability to work under stress with multiple demands and unpredictable days
- Ability to use a capacity-building approach in working with clients
- Ability to be flexible, cooperative and work as part of a team
- Ability to work autonomously
- Ability to deal effectively with a diverse community of all ages and lived experience.
- Ability to deal effectively with the public
- Proficiency in the use of computers and various software applications including Practice Solutions Suite (PSS), Word, etc.
- Demonstrated flexibility, good judgment, tact, initiative & creativity
- Respects and values the diversity of communities and individuals
- Sensitivity and alertness to signs of a client in crisis
- Pays attention to detail
- Pleasant telephone manner
- Non-judgmental attitude

### **Reporting Relationship:**

The Health Services Medical Office Assistant is directly accountable to the Team Leader, Medical Office Assistant Team, for the carrying out of his/her duties, and through the Team Leader to the Director of Health Services and to the Executive Director.

### **Conditions of Employment:**

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Please note that Sandy Hill CHC has a mandatory COVID-19 vaccination policy. All applicants are required to be fully vaccinated against COVID-19 to be considered for employment. An offer of employment will be conditional upon the candidate providing proof of full vaccination. Reasonable accommodations will be considered for individuals with a medical reason or a reason pursuant to the Human Rights Code that restricts them from being vaccinated against COVID-19.

### **Accommodation:**

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.



If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

**How to Apply:**

To apply, please visit [sandyhillchc.workable.com](https://sandyhillchc.workable.com) and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

**POSTING DATE:** September 15, 2022

**CLOSING DATE:** September 30, 2022 at 4:00 p.m.