

JOB OPPORTUNITY

RECEPTIONIST/MEDICAL OFFICE ASSISTANT

Part-time 15 hours per week
Foundry Ridge-Meadows

The Receptionist/MOA is the first person to welcome youth, young adults and their families to Foundry Ridge Meadows and top priority is to ensure that they feel welcome and safe at Foundry. This position will be responsible for overseeing all front office and reception responsibilities, will answer routine inquiries and suggest appropriate resources and program information, when appropriate. The Program Assistant/MOA will ensure that primary care needs such as appointments, billing and supplies are maintained, as are client charts and filing systems, through an electronic medical records system (EMR).

ACCOUNTABILITIES

Provide in-person and telephone receptionist duties for Foundry including;

- ☐ Greet and welcome those who enter Foundry; determine their needs and put them in contact with appropriate staff.
- ☐ Receive incoming calls and answer routine inquiries; screen and/or transfer calls to the appropriate member of the team.
- ☐ Monitor and manage the general tidiness of the reception area
- ☐ Observe visitor behaviors in the waiting room by listening, supporting, validating and in the case of disruptive behaviors employing de-escalating techniques. If necessary, contacting Clinical Team Lead or other appropriate staff member for assistance.

Provide and manage Foundry intake and bookings including:

- ☐ Provide intake services to new clients, by determining their need or directing them to the appropriate team member.
- ☐ Build positive relationships with individual clients, in support of good health outcomes.
- ☐ Provide assistance with client intake documentation.
- ☐ Direct and schedule client appointments with an appropriate member of the health care team including recall and/or follow up.
- ☐ Answer routine inquiries of visiting clients, including assisting clients to access the services of other agencies.
- ☐ Manage electronic patient files.
- ☐ Provide other services to clients as directed by clinicians.

Provide clerical support services for all members of the Health Care Team

- ☐ Facilitate smooth operation of reception and related areas of office.
- ☐ Provide administrative support to Health Care Team, including: reports, letters, and notices, scanning.

- ☐ File patient history/treatment records in a manner that allows for easy location and fast retrieval. Archive files.
- ☐ Enters patient data into the Electronic Medical Records System (EMR).
- ☐ When requested, accurately type recorded minutes of various meetings
- ☐ Distribute incoming mail.

Maintain medical and office supplies in the clinic, including;

- ☐ Inventory control and ordering of consumable medical supplies
- ☐ Stocking of rooms
- ☐ Sterilizing equipment

QUALIFICATIONS

Education, Training and Experience

- ☐ Grade 12, plus completion of a program of up to one (1) year in medical office administration.
- ☐ Minimum of three (3) years recent related experience

This is a unionized position and the starting rate of pay is \$25.05 per hour. If this sounds like an opportunity that you would like to know more about, please submit your cover letter and resume to:

Natasha Etherington, Foundry Supervisor
netherington@comservice.bc.ca

Our successful applicant will be informed and accepting of cultural diversity, and have the ability to work and support all people with dignity and respect. This position is open to all applicants.