



Internal/External Posting

Medical Office Assistant, Black Health & Social Service Hub

Permanent Full Time Position: 35 hours per week

Expected Start Date: June 24, 2024

Salary Range: \$39,522.96 - \$47,314.74 per year (\$21.72 - \$25.99 per hour)

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

LAMP Community Health Centre (LAMP CHC) is partnering with Roots Community Services Inc (RootsCS) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services Hub with and for the Black, African and Caribbean (BAC) communities in Peel Region. The Hub will provide primary health, mental health, addictions and social services programs that will holistically address the physical, mental, social and cultural needs of BAC communities, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people who are passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their wellbeing.

Reporting to the Manager, Primary Care (BHSS Hub), and working closely with the above partners, the Medical Office Assistant (MOA) will:

- Provide reception and administrative support to the Primary Health Care (PHC) and Allied Health programs.
- Exist as the common link between the client and provider, and demonstrate courtesy, caring, and culturally appropriateness while registering clients, managing the appointment schedule and referrals, and handling all other administrative aspects of the program.
- Ensure that all organizational policies are followed.
- Ensure the provision of high-quality services to clients in keeping with LAMP values, Hub principles, and the health priorities of BAC communities.
- Reflect the high-quality work and integrity of LAMP and the Hub collaborative at all times.

Primary Responsibilities

- Greet individuals at reception in a courteous and professional manner.

- Answer/transfer incoming phone calls; make outgoing calls as needed; take messages; check messages in inbox; and respond accordingly in a courteous, professional and timely manner using Electronic Medical Record (EMR) and Microsoft Office suite platforms
- Register new clients, which includes assisting with filling out registration forms, and de-roster clients as needed.
- Book client appointments for PHC team and internal specialist services; confirm new client appointments the day prior to the visit; and share the responsibility of calling clients for follow-up appointments as directed by the providers or client recall system.
- Arrange referrals for external specialists (e.g. ENT, Rheumatologist, Dermatologist etc.), contact client with appointment details and send confirmation letters.
- Receive urgent messages and direct information and/or chart to appropriate provider for timely follow-up.
- Arrange for translation/interpretation services as required.
- Support and process appointment reminder processes using the Electronic Medical Record.
- Scan and file test results and correspondence in a timely manner.
- Book home visits, make arrangements with the support worker/family member, etc. if needed; and confirm appointment the day prior to the visit.
- Receive and process medication refills from pharmacists.
- Prepare requisitions and labels for lab technicians as needed.
- Spin the blood using the centrifuge and prepare all specimen samples; label and prepare for lab pick-up as needed.
- Monitor the temperature of the vaccine fridge, recording the data twice daily (only as a backup to the RPN).
- Transfer medical records to doctor's offices, insurance companies and law offices as required by following personal health information (PHI) disclosure processes.
- Collect money from contraceptive sales; document and provide receipt to client. Count money and give to Clinic Supervisor every 24-48 hours.
- Process electronic and paper documentation; filing, scanning, faxing and e-faxing.
- Sort, date-stamp and distribute incoming mail and faxes and collect and post outgoing mail, photocopy and type general correspondence.
- Know and share LAMP, Hub, and Hub partner resources with all clients as appropriate.
- Change/order toner for the machines and refill paper as needed
- Clean/sanitize the reception area, waiting room and personal desk space and record it in log book.
- Participate in team and LAMP all staff meetings regularly.
- Provide coverage for other MOA team members when they are absent and contribute to overall team functioning by assisting where needed.
- All other tasks and duties as assigned by the Supervisor/ Manager

Required Qualifications

- Medical Office Administration Diploma from a recognized institution or equivalent.
- Two to three years of experience in a community health setting.
- Understand privacy legislations, medical and health care system, diversity and inclusion.
- Demonstrated knowledge of and experience with addressing the health priorities of Black, African and Caribbean populations

- Knowledge of health care coverage programs.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Typing speed of 45 WPM.
- Great attention to detail with the ability to work under pressure, account for results, and meet challenging deadlines with the ability to maintain a positive attitude
- Professional and empathetic.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre (CHC) and Hub Partners, resources in Peel Region, as well as a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Excellent working knowledge and ability to navigate a PC windows environment, including shared drives.
- Advanced skills and experience using Microsoft applications (Word, Outlook & Excel).
- Advanced skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications (i.e. Electronic Medical Records)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- The hours may vary from day to evening.
- Must be able to work in a fast-paced environment, work under pressure and be able to make sound decisions within their scope.
- Must also be able to display great understanding and patience when working with all clients, including those who may present challenges.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP and the BHSS Hub, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice.
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP and the BHSS Hub's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or

Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources & Operations.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job..

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Medical Office Assistant, BHSS Hub
Internal Deadline	5:00 pm on Friday, June 7, 2024
External Deadline	5:00 pm on Friday, June 14, 2024

We thank all applicants for their interest. However, only those selected for interviews will be contacted.