



## **EMPLOYMENT OPPORTUNITY**

**Position:** Medical Receptionist

### **Background:**

Incorporated in 2017, the Matawa Health Cooperative (MHC) is a Matawa First Nation owned and controlled health co-operative that provides health care services to enhance existing health services to achieve long-term health and well-being for all members within the nine (9) Matawa First Nations. It is overseen by a Board of Directors and is a member of the Health Care Co-operatives Federation of Canada. The MHC is community-driven with available services being tailored to individual community's needs. It is the first of its kind in Canada.

The MHC works to incorporate traditional healing and medicines in addressing the wholistic health needs of the Matawa First Nations focusing on the priorities of mental health and addictions, diabetes and chronic diseases. It oversees an Inter-Professional Primary Care Health Team made up of a clinical coordinator, 8 nurses (3 are Certified Diabetes Educators, 1 mental health nurse), 1 dietitian, 3 physicians, 1-foot care specialist and, 2 mental health counsellors providing direct services in the Matawa First Nations or through telemedicine. The organization is accepting applications for a Medical Receptionist.

### **Position Summary:**

The Medical Receptionist will work under the supervision of the MHC Executive Director, the Medical Reception is responsible to provide day-to-day clinical supports and assistance for the MHC medical staff. He/she will provide customer services to clients and visitors, provide secretarial duties including managing medical documents and workflow, answering telephones, coordinating appointments, and assisting and referring clients. Specific duties include:

- Welcomes all visitors being friendly and professional addressing their needs.
- Assist with ordering medical and office supplies.
- Coordinate for multiple providers booking requests, completes client intakes, confirms patient appointments, assists with booking specialist and diagnostics appointments.
- Coordinate and maintain up-to-date filing systems for general correspondence and issues in the MHC office.
- Scan documents to client charts in a timely manner and use the EMR messaging system to assist with patient follow-up as needed.
- Other duties related to effectively operate the Matawa Health Co-op office, as assigned.

### **Preferred Qualifications, Experience, Knowledge and Abilities:**

In addition to the following, the Medical Reception must possess at minimum: Medical Reception/Medical Office Assistant Certificate or an equivalent working experience with a minimum of 1-year working in a clinical setting. The ideal candidate must also have the ability to display and support Matawa Health Co-operative's vision, mission, and goals in providing respectful and effective health care.

The incumbent should also have proficient knowledge in the following areas:

- Computer skills – experience working on an electronic medical record
- Demonstrates ability to work independently and able to work in as a team member
- Excellent secretarial, interpersonal communication, word processing, note-taking, and file management skills
- Strong knowledge of medical terminology and be familiar with various medical procedures and business practices.
- Capacity to adapt quickly to fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- The ability to maintain records confidentiality
- Electronic documentation of health records
- Knowledge of various computer systems and applications (ie. Microsoft Office, etc.)

Applicants will have skills and personal attributes as described in the job description including excellent oral and written communication skills; interpersonal and leadership skills.

**Location:** Thunder Bay, Ontario (with extensive travel to Matawa road-access and remote communities)

**Salary:** Commensurate with experience

**Term:** Full-Time Position

**How to Apply:** Please send your cover letter and resume with three references to:

Matawa Health Co-operative  
RE: Medical Reception  
233 Court Street South, 1<sup>st</sup> Floor  
Thunder Bay, ON P7B 2X9  
Fax: (807) 346-2371  
Email: [careers@matawa.on.ca](mailto:careers@matawa.on.ca)

**Deadline:** December 3, 2021

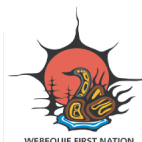
**For additional information, please view the job description at the Matawa website:**

[www.matawa.on.ca](http://www.matawa.on.ca)

(or at: [www.matawa.on.ca/recruitment/career-opportunities](http://www.matawa.on.ca/recruitment/career-opportunities))

***Matawa First Nations Management has adopted a COVID-19 Vaccination Policy by which all staff, who are eligible, must be fully vaccinated. If you have any questions or concerns regarding this, please contact us.***

*We thank all applicants for their interest in working with the Matawa Health Co-operative, however only those selected for an interview will be contacted.*



- CIRCLE OF BELONGING -