



MATAWA HEALTH CO-OPERATIVE

Full Time Medical Reception Job Description

QA#: CO-OP JOB 017 **Dept:** Matawa Health Co-Operative **Issue:** November 20, 2020, **Revision Date:** July/22 **Approved:** Frances Wesley

PURPOSE OF THE POSITION

Matawa First Nations established the Matawa Health Co-operative (MHC). This provincially incorporated Co-operative consists of the nine Matawa member communities – Webequie, Neskantaga, Nibinamik, Eabametoong, Marten Falls, Aroland, Ginoogaming, Long Lake # 58 and Constance Lake First Nations.

The MHC Medical Receptionist will work closely with the MHC Executive Director and the Matawa Health Cooperative Staff. He/she will report to the Executive Director of the Matawa Health Cooperative.

SCOPE

Under the supervision of the MHC Executive Director, the Medical Receptionist will provide day-to-day clinical support and assistance for the MHC medical staff when support is needed. 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.

The Medical Receptionist will work with the Matawa Health Cooperative staff and be a member of the interprofessional health team.

RESPONSIBILITIES

1. Welcomes all visitors being friendly and professional addressing their needs;
2. Able to use an electronic medical system for booking appointments and data entry;
3. Coordinate for multiple providers booking requests, completes client intakes, confirms patient appointments, assists with booking specialist and diagnostics appointments,
4. Coordinate and maintain up-to-date filing systems for general correspondence and issues in the MHC office;
5. Scan documents to client charts in a timely manner and use the EMR messaging system to assist with patient follow-up as needed.
6. Assist with ordering medical and office supplies.
7. Assist with coordinating and scheduling staff meetings as needed.
8. Handle incoming and outgoing mail and faxes
9. Record, transcribe and/or prepare, copy minutes, summary of motions passed for MHC Executive Director, and other meetings and to submit all documents in a timely manner for review
10. Assist with coordination with Covid-19 duties as directed by MHC team
11. Other duties related to effectively operate the Matawa Health Co-op office, as assigned

KNOWLEDGE, SKILLS AND REQUIREMENTS

Knowledge

The incumbent must 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, file management skills;
- they must know medical terminology and be familiar with various medical procedures and business practices.
- Fluency in Cree or Ojibway is a definite asset;

Skills

The incumbent must demonstrate the following skills:

- The position demands a high degree of organization, multi-tasking and priority setting skill in confidential atmosphere.
- Determining executive office supply needs and preparing purchase orders with economy, accuracy and completeness in accordance with Matawa policies and procedures.
- Excellent oral and written communication skills
- The ability to maintain records confidentiality

QUALIFICATIONS AND REQUIREMENTS

The incumbent must have proficient knowledge in the following areas:

1. Medical Receptionist/Medical Office Assistant Certificate or equivalent working experience
2. Minimum 1-year experience working in a clinical setting.
3. Ability to display and support Matawa Health Co-operative's vision, mission, and goals in providing respectful and effective health care
4. Ability to satisfactorily pass a Tuberculin (TB) Skin Test and Criminal Records Check (including Vulnerable sector)
5. Must be "fully vaccinated" against COVID-19. (In Ontario, a "fully vaccinated individual" is defined as one who has received the required number of doses as outlined by Health Canada and they have received their final dose of the COVID-19 vaccine at least 14 days ago.) Must provide Health Canada's proof of vaccination (vaccine receipt or enhanced vaccine certificate).

6. Must be able to travel to the Matawa First Nation Communities and meetings/workshops when required
7. A valid driver's license and Access to a personal vehicle is an asset
8. Ability to speak Oji-Cree or Cree an asset

WORKING CONDITIONS

Physical Demands

The employee may have to travel to the communities in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The employee may have to spend long hours sitting and using office equipment, computers and attending meetings.

Environmental Conditions

The Matawa Building may be a busy facility. The employee may have to manage a number of projects at one time and may be interrupted frequently. The employee may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include reading and use of the computer, which may cause eyestrain and occasional headaches.

Mental Demands

The employee will have to manage a number of requests and projects at one time. They must be aware of MHC business in the communities and any and all relevant legislation, policies and procedures. Must be available and accessible to the Executive Director for call-ins and for evening/weekend work. The employee must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

Employee Signature

Supervisor's Title

Printed Name Date

Supervisor's Signature Date

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Executive Director's Signature Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.