



# MATAWA HEALTH CO-OPERATIVE

## Medical Receptionist Job Description

**QA#:** CO-OP JOB 017 **Dept:** Matawa Health Co-Operative **Issue:** November 20, 2020, **Revision Date:** Jan/2025 **Approved:** Executive Director

## **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 – Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nations.

The Medical Receptionist will work closely with the Clinic Manager and the MHC staff while working as a member of the interprofessional health team.

## **SCOPE**

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

## **RESPONSIBILITIES**

1. Welcomes all visitors in a friendly and professional manner while addressing their needs.
2. Ability to use an electronic medical records system for booking appointments and data entry.
3. Coordinate for multiple providers booking requests, completes client intakes, confirm patient appointments, and 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 by coordinating and scheduling staff meetings as needed.
8. Handle incoming and outgoing mail and faxes.
9. Record, transcribe and/or prepare meeting minutes.
10. Any other duties 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 system.
- Demonstrates ability to work independently and as a team member.
- Excellent secretarial, interpersonal communication, word processing, note-taking, and file management skills.
- They must know medical terminology and be familiar with various medical procedures and business practices.

### **Skills**

The incumbent must demonstrate the following skills:

- The position demands a high degree of organization, multi-tasking and priority setting skill in a 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 confidential records.

## **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. The 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 able to travel to the Matawa First Nation Communities and meetings/workshops when required.
6. A valid driver's license and access to a personal vehicle is an asset
7. The ability to speak Oji-Cree or Cree is 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. 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.