



**MATAWA HEALTH
CO-OPERATIVE**

Clinical Services Administrative Assistant Job Description

PURPOSE OF THE POSITION

Incorporated in 2017, the Matawa Health Co-operative (MHC) is a Matawa First Nations owned and controlled health co-operative providing healthcare services that enhance existing health services to achieve long-term health and wellbeing for all members within the nine Matawa First Nations. This provincially incorporated Co-operative consists of the nine Matawa member communities including Aroland, Constance Lake, Eabametoong, Ginoogaming, Long Lake #58, Marten Falls, Neskantaga, Nibinamik and Webequie First Nation. The MHC 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 services tailored to individual community needs. It is the first of its kind in Canada.

The MHC incorporates traditional healing and medicines to address the health needs of the Matawa First Nations in a wholistic way by prioritizing mental health and addictions, diabetes, and chronic diseases. It oversees an Inter-Professional Primary Care Health Team providing direct services in the Matawa First Nations or through telemedicine.

The Clinical Services Administrative Assistant (CSAA) provides essential administrative and coordination support to the Clinical Services Team. Working closely with the Director of Clinical and Nursing Services and clinical providers, the CSAA plays a critical role in ensuring the smooth operation of clinical workflows, supporting documentation processes, and contributing to efficient, culturally safe health service delivery. This position supports clinical data management, communications, appointment coordination, and EMR documentation to aid the overall functioning of Clinical Services.

RESPONSIBILITIES

The Clinical Services Administrative Assistant plays a vital role in supporting the effective and efficient operations of the Clinical Services department. This position ensures proper coordination of information, assists in managing health documentation, and supports clinical staff in providing high-quality care to Matawa First Nations community members.

Clinical & Administrative Support

- Coordinate and maintain organized filing systems for clinical correspondence, documents, and records.
- Prepare letters, memos, and reports for the Clinical Services Team, including support for program updates and reporting.
- Assist with scheduling, coordinating, and recording minutes for meetings as required.
- Support clinical intake processes by assisting clients with forms and ensuring documentation completeness.
- Assist providers with clinical forms, navigation, submission, and tracking. Respond to phone calls and inquiries, ensuring professional and culturally sensitive communication.

Health Records & EMR Management

- Accurately identify clients and enter laboratory results, diagnostics, specialist reports, and hospital records into the electronic medical record (EMR).
- Maintain data accuracy and ensure the EMR is updated with relevant contact information and records.
- Support the daily functioning of health information systems and record-keeping processes.

Communication & Coordination

- Assist in communication between health services, external agencies, and MHC providers.
- Provide timely updates and correspondence to Matawa First Nations communities as required.
- Collaborate closely with clinical staff to support day-to-day operations and program needs.

Operational Support

- Assist with purchasing supplies, maintaining inventory, and coordinating provider equipment needs.
- Support data collection, statistics, and general record management for reporting and evaluation.
- Provide cross-coverage for reception, executive support, or related administrative roles as required.
- Assist with orientation and training of new administrative staff when appropriate.
- Travel to Matawa communities may be required, including by small aircraft.
- Perform additional tasks as assigned to support the effective functioning of the Clinical Services Team.

Organizational Responsibilities

As a representative of the Matawa Health Co-operative, the employee is responsible for:

- Reflecting and interpreting the organization vision, mission and core values in their own work with enthusiasm and commitment.
- Acting in accordance with relevant legislation and organization policies and procedures.
- Proposing changes within MHC that would improve the quality of service to our First Nations' children, families and communities.
- Developing and maintaining respectful, cooperative working relationships to contribute to the delivery of services to First Nations' children, families and communities.

- Understanding their role and responsibility in maintaining a safe workplace and reducing workplace injuries.
- Ensuring accuracy, confidentiality and safekeeping of agency records.

KNOWLEDGE, SKILLS AND REQUIREMENTS

Education & Experience

- Diploma in Office Administration or a related field.
- Experience in administrative or clerical roles; clinical setting experience is an asset.
- Proficiency with Microsoft Office Suite, databases, and EMR systems.
- Experience working with First Nations organizations or communities is a strong asset.
- Familiarity with privacy legislation, confidentiality principles, and duty to report.
- Fluency in Cree or Ojibway is an asset.

Skills & Abilities

- Strong organizational and time-management skills with the ability to multitask.
- Excellent interpersonal and communication skills (written and verbal).
- High attention to detail and accuracy with strong problem-solving abilities.
- Ability to work independently and as part of an interdisciplinary team.
- Demonstrated professionalism, discretion, and sound judgment.
- Respect for and understanding of First Nations culture, traditions, and approaches to wellness.

Other Requirements

- Valid Ontario Class G Driver's License and access to a vehicle are assets
- Ability to pass a Criminal Records Check (Vulnerable Sector) and TB Skin Test.
- Willingness to travel to communities as required.
- Ability to work flexible hours as needed.

WORKING CONDITIONS

Physical Demands

The employee may have to travel to our First Nations communities. 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. The position requires strong visual and auditory abilities to read and interpret travel documents, booking systems, and itineraries, as well as to communicate effectively with employees, vendors, and various other key individuals. Attention to detail, prolonged screen use, and the ability to process verbal and written information accurately are essential.

Mental Demands

The employee will have to manage a number of requests and projects at one time. They must be aware of Tribal Council business in the communities and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

Employee Signature

Printed Name

Date

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

Supervisor's Title

Supervisor's Signature

Date

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.