



**MATAWA HEALTH
CO-OPERATIVE**

Medical Receptionist 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 Medical Receptionist is the first point of contact for clients accessing MHC health services. This role is responsible for providing courteous, professional, and culturally respectful reception and administrative support to ensure the efficient operation of clinical services. Reporting to the appropriate Manager or Clinical Lead, the Medical Receptionist plays a critical role in supporting patient flow, appointment coordination, and effective communication between clients, healthcare providers, and community partners.

RESPONSIBILITIES

The Medical Receptionist supports the delivery of high-quality, patient-centered care by managing front-desk operations, scheduling, records management, and administrative tasks. This position contributes to a welcoming and safe environment for clients, staff, and visitors while maintaining confidentiality and accuracy in all aspects of clinic operations.

Reception & Client Services

- Greet clients, families, and visitors in a professional, respectful, and culturally appropriate manner.
- Respond to incoming phone calls, emails, and in-person inquiries, directing them appropriately.
- Register clients, verify demographic information, and maintain accurate patient records.
- Support clients with appointment check-in and check-out processes.

Scheduling & Coordination

- Schedule, confirm, reschedule, and cancel appointments for healthcare providers, including in-person and virtual visits.

- Coordinate clinic schedules to ensure efficient patient flow and optimal use of provider time.
- Liaise with healthcare staff, community representatives, and external partners as required.

Records & Administrative Support

- Maintain accurate, up-to-date electronic and paper medical records in accordance with privacy legislation and organizational policies.
- Prepare charts, forms, and documentation required for clinical visits.
- Process referrals, faxes, correspondence, and basic data entry as required.
- Support reporting and administrative tasks related to clinic operations.

Privacy, Safety & Professional Practice

- Ensure strict confidentiality and proper handling of personal health information in compliance with applicable legislation (e.g., PHIPA).
- Follow infection prevention and control protocols and support a safe clinic environment.
- Adhere to organizational policies, procedures, and professional standards at all times.

Other Duties

- Perform additional duties as assigned to support the effective delivery of MHC health services.
- This role provides services in a clinical environment and within Indigenous communities and includes direct contact with vulnerable individuals (including minors and elders).

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

- Post-secondary diploma or certificate in Medical Office Administration, Health Administration, or a related field; or equivalent combination of education and experience.
- Minimum 1–3 years of experience in a medical reception or healthcare administrative role.
- Experience working in a primary care, community health, or Indigenous health setting is an asset.
- Knowledge of medical terminology and electronic medical record (EMR) systems is an asset.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and office equipment.
- Experience working with First Nations organizations or communities is a strong asset. Experience working in First Nations communities or with Indigenous organizations is an asset.

Skills & Abilities

- Excellent interpersonal and communication skills with a strong focus on client service.
- Strong organizational skills and ability to manage multiple tasks in a fast-paced environment.
- High level of accuracy, attention to detail, and respect for confidentiality.
- Ability to work independently and as part of an inter-professional team.
- Cultural awareness and respect for First Nations values, traditions, and approaches to health and wellness.

Other Requirements

- Valid Ontario Class G Driver's License (access to a reliable vehicle is an asset).
- Clear Vulnerable Sector Criminal Record Check.
- Proof of a current TB Skin Test.
- Willingness to travel to Matawa First Nations communities as required.
- Ability to work flexible hours, including evenings or weekends when necessary.

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

<hr/> Employee Signature	<hr/> Supervisor's Title
<hr/> Printed Name Date	<hr/> 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.
<hr/> 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.