



JOB DESCRIPTION

POSITION: Administrative Assistant / Medical Office Assistant (MOA)

LOCATION: K'ómoks' Health Centre

EMPLOYMENT STATUS: Permanent, full-time

DEPARTMENT: Health

REPORTS TO: Health Manager

Position Summary

K'ómoks First Nation's employees embrace the vision, mission and will demonstrate K'ómoks' core values in their daily work. K'ómoks staff will support K'ómoks Nation toward a prosperous and healthy community where each member has the right to self-sufficiency. They will move forward to support K'ómoks members in exercising their rights and title, while respecting their historic connection to K'ómoks lands and resources and to one another.

The purpose of this position is to support all staff in the Health Centre by managing the clinics and assisting community members with their needs. This position will provide administration, coordination, facilitation, and office management support. This position acts as the main point of contact in the K'ómoks First Nation Health Office, and works collaboratively with the rest of the health team to maintain services that are integrated and complimentary with all healthcare services and are valued and used regularly by community members, while fostering strong relationships at the community level.

Responsibilities:

- Scheduling and running all clinics including but not limited to physician, chair massage, foot care, orthotics, including preparation and follow up, faxing, pulling files, , printing notes, and arranging travel
- Completing and submitting forms including but not limited to FNHA forms for travel, accommodation, and reimbursement, vision care, and prescription reimbursement forms
- Assisting with scheduled groups when needed by helping to serve lunch, clean up and provide reminder calls
- Assisting nurses with scheduling vaccine clinics, including but not limited to creating groups in computer software, completing Island Health Vaccination Reports, creating tracking forms for blood sugar/blood pressure levels for patients, proofreading letters, drafting correspondence, and collecting patient information
- Managing the office supply inventory and orders including office, medical, nursing group, as well as dietary supplies
- Performing reception duties including answering phones, greeting walk-in customers, advising service providers of client arrival, making reminder calls for clinics and other appointments
- Liaising with service providers (foot care nurse, chair massage, orthotist, physician, etc.) regarding scheduling, invoicing, billing and payments
- Assisting other staff with planning and follow up of events such as the health fair, Winter craft sale, Christmas lunch, Christmas gifts, Indigenous People's Day, and Elder's lunches, Wellness Groups, Grief and Loss groups, etc.
- Attending meetings and taking minutes, transcribing, distributing and creating and agenda
- Tracking and invoicing the physician hours, creating cheque requisitions for service providers for finance, and managing and reconciling petty cash



- Managing the telephone system and training other staff members on telephone procedures
- Assisting the Health manager with managing and maintaining electronic medical system, as well as other software, and training other staff members on system procedures
- Creating new office procedures as needed
- Tracking regular service provider appointments for members
- Perform other related duties as required

Knowledge, Skills, and Abilities:

- Knowledge of medical terminology and medical office procedures
- Strong customer service skills
- Ability to work well independently and under pressure
- Knowledge of basic financial functions
- Understanding of the different varieties of diagnostic testing and what they are for
- Community centric, with the ability to work in a team environment
- Strong planning, prioritizing, multitasking, and time management skills
- High level of self-awareness and emotional intelligence, excellent interpersonal skills, and the ability to establish working relationships with staff, Council, and a variety of governments, groups, knowledge keepers and/or Elders, and other stakeholders
- Ability to display tact, respect and diplomacy
- Sound judgment and decision-making
- Strong written and verbal communication skills
- Cultural sensitivity and awareness with thorough knowledge of the current First Nations governance landscape in BC and knowledge of relevant socio-historical events relevant to First Nations in Canada
- Computer literate in Microsoft Office and proficient with Excel and Word, as well as a familiarity with Mustimuhw, Excelleris, and Care Connect software

Education and Experience

- Medical Office Assistant Certificate
- Mental Health First Aid Certificate preferred
- First Aid Certificate preferred
- Non-Violent Crisis Intervention Certificate preferred
- 5+ years of experience working in an administrative role
- 2+ years of experience in a medical office environment working with and around vulnerable populations
- Experience working in and with the Indigenous community an asset

Other

- Willing to participate in personal and professional development
- Follow K'ómoks First Nations policies and procedures
- Criminal Record Check with a satisfactory result

The performance statements provided in the job description allow for the development of goals and objectives, performance standards, or work plans that will be assessed in the annual performance evaluation of the Medical Office Assistant.



Chief Administrative Officer

Date

I have read and understand this Job Description:

Signed: _____

Date: _____