



Couchiching Family Health Team

Position: **Administrative Assistant**
(1.0 FTE with benefits)

Reports To: **Executive Assistant/Administrative Team Lead**

Position Summary:

The Family Health Administrative Assistant will play an integral role in the success of the Family Health Team (FHT) by assisting with the achievement of our vision, mission and goals. The job incumbent will provide administrative support to ensure efficient operation of the office by supporting managers and employees through a variety of tasks related to organization and communication.

Roles and Responsibilities:

- Assist the FHT administrative department with support and program development for designated programs, including chart maintenance, patient appointments, and reception duties
- Call patients to remind them of their appointments
- Communicate regularly with regional partners
- Work with the team on the internal referral process
- Compose material using correct grammar and spelling
- Exercise tact and discretion in dealing with patient issues
- Arrange all logistics of meetings, groups etc.
- Help maintain the flow of the office during busy peak times (i.e.: lunch) (backup for vacation and sick time with other admin staff in the FHT)
- Coordinate, generate and oversee the gathering of monthly information for reports to MOHLTC
- Scanning and transcription if required
- open and distribute mail
- order supplies if required
- Attend any meetings as requested and take minutes if required
- Continually upgrade skills and knowledge to meet the demands of the position
- Maintain current knowledge of policies and procedures
- Maintain confidentiality in accordance with the Municipal Freedom of Information and Protection of Privacy Act by exercising a high level of care in protecting confidential and sensitive information of clients, their families, personnel and the FHT organization
- Use the most effective and efficient method to deliver services while continuing to improve the quality of same
- Work in compliance with Health and Safety laws adhering to safe work practices and procedures established by the CFHT
- Other duties as required

Skills/Knowledge Requirements:

- Advanced skills in Microsoft Office, as well as Internet research skills, fully understands the EMR system



- Works well in a team environment and works collaboratively with all team members including physicians
- Well developed communication skills, written and spoken
- Ability to work independently with minimum supervision
- Ability to coordinate large amounts of information and documentation for various meetings and events, as well as minute taking skills
- High degree of accuracy and attention to detail
- Exercises good judgment and shows a willingness to take on new challenges
- Demonstrate strong organizational skills with the ability to prioritize and maintain a variety of activities
- Knowledge of the Family Health Team model an asset

Education/Specific Job Requirements:

- Post-Secondary school diploma or degree in Medical Administration or Business Administration an asset
- Certificate in medical terminology an asset
- Ability to work evenings, if required
- Experience with the EMR system - Telus PS Suite, is an asset
- Police Record/Vulnerable Sector Check
- It is a condition of your employment that you receive the necessary vaccinations to protect against infection of COVID-19, or any similar infectious diseases, which may be recommended by governmental and public health authorities from time to time.

Experience:

- Three to five years administrative experience in a health care setting

Please submit cover letter and resume including position title in subject line to: careers@cfht.ca

The Couchiching Family Health Team supports diversity, equity and a workplace free from harassment and discrimination. The CFHT is committed to an inclusive, barrier-free recruitment and selection process and workplace. If you are contacted to participate in our recruitment process, please advise the interview coordinator of any accommodations. The CFHT has an Accommodation Policy and Procedure to ensure you have access to a fair and equitable process. While we thank all applicants, only those contacted for an interview will be acknowledged.

Sep 2021