


**Medical Receptionist/Administrative Assistant**

|   |   |                       |  |          |
|---|---|-----------------------|--|----------|
|  | <b>MOHAWKS OF THE BAY OF QUINTE<br/>KENHTEKE KANYEN'KEHÁ:KA</b><br><br>ADMINISTRATION, 24 Meadow Drive<br>Tyendinaga Mohawk Territory, ON K0K 1X0<br><br>T. 613-396-3424 • Fax 613-396-3627 | <b>Department:</b>    | Indigenous Interprofessional Primary Care Team (IIPCT) |          |
|   |   | <b>Reports to:</b>    | IIPCT Sr Manager                                       |          |
|   |   | <b>Grade:</b>         | B  | 1243     |
|   |   | <b>Status:</b>        | Permanent, Full-Time                                   |          |
|   |   | <b>Date Approved:</b> |  | Page   1 |

**JOB SUMMARY:**

The Medical Receptionist/Administrative Assistant is to organize, maintain records and perform administrative and other tasks in order to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care to our patients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES – Including other duties as assigned:****1. Provide Administrative services/tasks**

- 1.1 Ensure that Start of Day, General Duties, and End of Day procedures are followed.
- 1.2 Make appointments and book clients in when they arrive for an appointment in accordance with the IIPCT appointment/ scheduling system.
- 1.3 Provide assistance and support by processing referrals to specialists, laboratory, procedural appointments and pharmacist inquiries as part of the interdisciplinary team.
- 1.4 Correspond with IIPCT staff about client needs;
- 1.5 Comply with the protocols in place at the practice for the scanning/indexing and workflow of correspondence.
- 1.6 Complete minutes for committee work and staff meetings;
- 1.7 Ensure proper letters of notification of medical appointments and medical correspondence as part of the interdisciplinary team.
- 1.8 Maintain IIPCT's values in the provision of culturally safe care.

**2. Actively engages with Community**

- 2.1 Maintain professional, respectful & cordial internal relations between staff, health services providers as well as community partners.
- 2.2 Create a warm inviting reception for community members, visitors, clients, and families in person and on the phone.
- 2.3 Communicate with community agencies and Doctors to provide practical support for clients;
- 2.4 Collaborate as part of the interdisciplinary team for the best interest of the clients, their families, in person and on the telephone.

**3. Confidentiality**

- 3.1 Respect the privacy, dignity, needs and beliefs of clients, care-givers and colleagues.
- 3.2 Act in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.
- 3.3 Act in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with IIPCT procedures and policies, and current legislation.


**4. Other**

- 4.1 Actively participate in general staff meetings.
- 4.2 Attend training sessions in-house and external, when required.
- 4.3 Keep training register up to date.
- 4.4 Provide coverage for other Medical Administration when required/requested.

**5. Health & Safety**

- 5.1 Adhere to MBQ Health & Safety Policies, Canada Labour Code Part II and Occupational Health & Safety Regulations
- 5.2 Actively identify and report any health and safety hazards to the IIPCT Manager
- 5.3 Ensure that reception and waiting areas are clean and tidy

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**QUALIFICATIONS/EDUCATION/ EXPERIENCE (Screening/Assessment Criteria):**

| Essential  | Desirable   |
|--|---|
| <ul style="list-style-type: none"> <li>• Graduate of a Medical Administrative Diploma or equivalent</li> <li>• Minimum of 1 year experience in medical receptionist role.</li> <li>• Proficiency in the use of computers and various software applications</li> <li>• Good understanding of privacy and confidentiality requirements</li> <li>• Excellent interpersonal, communication (oral and written)</li> <li>• Willingness to work flexible hours</li> <li>• Have a clear vulnerable sectors check</li> <li>• Ability to work in a fast-paced environment</li> <li>• Exceptional attention to detail and accuracy</li> </ul> | <ul style="list-style-type: none"> <li>• Experience working in an Indigenous multi-service health and wellness environment is preferred.</li> <li>• Prior experience utilizing medical scheduling software a plus, preferably an EMR (ideally PS suites)</li> <li>• Knowledge of both Traditional and western models of care</li> <li>• Possess a thorough knowledge of medical terminology, anatomy and physiology</li> <li>• Willingness to learn Indigenous Cultural Safety</li> </ul> |

**Working Conditions & Physical Environment:**

- Potential for contact with hazardous material such as blood and body fluids.
- May be required to have some immunizations.
- Work requires attentiveness to clients and surroundings
- Work in office environment using computers, uses fine finger/precision work (i.e. entering information into computer systems such as Electronic Medical Records (EMR)).

**Hours/Schedule:**

May be required to work a variable schedule/varying hour to meet operational needs

**COMPETENCIES / BEHAVIOUR****Leadership**

1. Be an active ambassador for the organization both internally and externally.
2. Be an engaged and positive team member.
3. Strive for and deliver excellence in own work.
4. Think creatively and be open to new ways of doing things.
5. Engage other team members & community resources in services where this is appropriate.


**Authentic**

1. Contact, in advance, with others where resources need to be deployed from other areas of the organization.
2. Practice what we preach and actively review own work to ensure that we say what we do and do what we say.
3. Be reliable and dependable always ensuring that appropriate action is taken to keep issues on track, escalating where this is appropriate.
4. Mindful of the value of time for oneself and others,

**Accountable**

1. Be impact-oriented, evidence-based and results-focused in own work, considering the difference actions will make.
2. Taking ownership for own actions, delivering on time to budget and learning from mistakes and striving for self-improvement.
3. Support the development of evidence-based decisions and/or new pieces of work.
4. Support ongoing monitoring and evaluating of what we do in a meaningful and constructive way.

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**Collaborative**

1. Work effectively with colleagues across the organization and wider team members to contribute to team goals and wider organizational outcomes.
2. Engage in, and actively seek out, new information from across the organization.
3. Investigate presenting issues and work with others to co-create and co-produce effective solutions.
4. Communicate in an appropriate, inclusive way. Treat all individuals encountered professionally, in a nonjudgmental regard and with respect.
5. Understand and demonstrate agreed organizational behaviour.

**Commitment**

1. Be self-motivated and consistently deliver on own objectives.
2. Be receptive to feedback and deliver agreed actions on time to budget.
3. Recognize, respect and support difficult decisions.
4. Creates/proposes solutions and holds one-self to account for implementation.

**Courage**

1. Be open to constructive feedback and personal improvement.
2. Support successes in direct peer group and beyond.
3. Be willing to work outside of own comfort zone, including being flexible and adaptable to change.
4. Positively challenge and engage others in discussions.

**Resourceful**

1. Use initiative and creatively look for alternative ways of working while utilizing resources and data already available.
2. Be change-oriented and embrace new ways of working.
3. Actively participate in areas outside of immediate environment and respond positively to new opportunities.
4. Engage with confidence in positive conversations about the work that we do.

**Disclaimer:**

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job. By signing below, I have read and understand the duties and qualifications to perform this position with or without reasonable accommodation. I also understand that the employer reserves the right to change these duties from time to time as business needs require and this is not considered all inclusive.

Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_

**VERSION HISTORY**

| Version | Date             | Revision Description | Owner                                   | Approver | Retired | Archived |
|---------|------------------|----------------------|---|----------|---------|----------|
| 1.0     | January 20, 2020 | Initial release      | Darlene Copegog-Hamilton/ Carmen El-Mur |          |         |          |