



Southwest Ontario  
Aboriginal Health  
Access Centre

## **SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE**

### **Medical Administrative Assistant (2)**

**1 x full-time position & 1 x full-time contract (approximately 1 year with possibility of permanent status)**

**Location: London Site**

**Posting Date: January 9, 2019**

**Southwest Ontario Aboriginal Health Access Centre (SOAHAC)** is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. The Centre provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the southwest region. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. We are also mandated to build health care capacity within Indigenous communities. Currently, we are seeking the services of a Medical Administrative Assistant to join our interdisciplinary staff team at our **London site**.

**Role Summary:** As an essential, often first contact and critical liaison between community members accessing SOAHAC's services and our interdisciplinary staff team, the **Medical Administrative Assistant** will help maintain SOAHAC's core values in the provision of culturally safe care. The Medical Administrative Assistant assists in providing a positive, welcoming environment for community members, visitors, individual clients, their families and staff. You will provide medical, administrative, technical and clerical support to SOAHAC team members in various programs. This is a key communications role and as such, you will participate in maintaining internal relations between staff, health service providers, as well as, community partners.

**Reporting to the Integrated Care Manager, the Medical Administrative Assistant will:**

#### **Responsibilities:**

- Create a warm and inviting reception for community members, visitors, individual SOAHAC clients and families, in person and on the telephone.
- Collaborate as part of the interdisciplinary staff team for the best interest of the clients, their families and community wellness outcomes
- Provide assistance and support by processing referrals to specialists, laboratory and procedural appointments, and pharmacist inquiries as part of the interdisciplinary staff team
- Ensure proper, letters of notification of medical appointments and medical correspondence as part of the interdisciplinary staff team
- Maintain an efficient computerized client encounter system by inputting and updating information into Nightingale on Demand (NOD) and/ or other platforms on a regular basis
- Collect, retrieve and analyse data to prepare statistical reports for integrated staff teams, senior management and board
- Assist with coverage of other Medical Administration when required/ requested

**Requirements:**

- Graduate of a Medical Administrative Diploma or equivalent
- 3-5 years knowledge/ experience working in an Indigenous multi-service health and wellness environment preferred
- Supportive of both Indigenous and western models of wellness and health care
- Possess a thorough knowledge of medical terminology, anatomy and physiology
- Prior experience utilizing medical scheduling software a plus, preferably with an EMR (ideally Nightingale and/ or PS Suites)
- Extensive computer literacy
- Knowledge of both western and traditional models of care
- Knowledge of various Indigenous and mainstream community agencies, service providers, and resources
- Exceptional attention to detail and accuracy
- Ability to manage confidential and sensitive information
- Willingness to learn Indigenous Cultural Safety
- Ability to work in a fast-paced environment
- Ability to obtain/ maintain a current and clear vulnerable sector police check

**This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.**

SOAHAC values diversity and is an equal opportunity employer; however, hiring preference will be given to qualified Indigenous applicants. SOAHAC is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.

**If you are interested in applying for this position, please forward your cover letter, resume, and 3 references (minimum two references must be from a supervisor or manager) to:**

Email: **careers@soahac.on.ca**

*or mail to:*

Attention: **Anna-Marie Evans  
Human Resources Manager  
Southwest Ontario Aboriginal Health Access Centre  
425 - 427 William Street,  
London, ON N6B 3E1**

Closing Date: **January 23, 2019**

*Please visit Southwest Ontario Aboriginal Health Access Centre online at: [www.soahac.on.ca](http://www.soahac.on.ca) or like us on [www.facebook.com/soahac](https://www.facebook.com/soahac) to learn more about us!*