

**Position:** Medical Office Assistant

**Location:** Vancouver, BC

**Company:** Vancouver Coastal Health

**Hours:** Part-time (20.63hrs/week)

**Pay:** \$20.97/hr

### **Job Description:**

**As a Medical Office Assistant with Vancouver Coastal Health you will:**

- Perform registration and clerical support functions for the Primary Care Clinic which sees patients and families who require high priority care within 24 hours.
- Work in support of the Vancouver Community of Care (CoC) service delivery model, primary care network, and in accordance with VCH policies and procedures.

### **ABOUT URGENT AND PRIMARY CARE CENTRES**

Urgent and Primary Care Centres (UPCC) will provide care for people with unexpected, non-life-threatening conditions who need medical attention within 12-24 hours but who don't require a visit to the emergency department – this includes sprains, cuts and wounds, an infection, mild asthma attack and less serious child illness and injury. The multidisciplinary health care team will be staffed by general practitioners, nurse practitioners, registered nurses and social workers.

UPCCs are intended to be an additional service in the community, working in concert with all touch points for care to provide appropriate urgent services to patients, when and where they need it. They do not replace your Emergency nor your Family Physician access rather enhance access to urgent primary care when your doctor is not available and where you do not need emergency level care.

### **Qualifications**

#### **Education & Experience**

- Grade 12, graduation from a Medical Office Assistant program, one (1) year of recent, related clinical medical office support experience, or an equivalent combination of education, training and experience.

#### **Knowledge & Abilities**

- Demonstrated knowledge of clinical policies, procedures and objectives.

- Demonstrated knowledge of community resources and agencies.
- Demonstrated knowledge of office procedures.
- Business writing skills.
- Knowledge of medical terminology.
- Demonstrated ability to perform basic medical tests and accurately record results in medical files.
- Demonstrated ability to respond independently and effectively to emergent situation and effectively present health information to individuals.
- Demonstrated ability to keyboard 5,000 keystrokes per hour.
- Demonstrated customer service and communication skills.
- Physical ability to perform the duties of the position.
- Demonstrated ability to work independently and within a team.
- Demonstrated ability to prioritize and organize workload and meet deadlines.
- Demonstrated ability to establish and maintain satisfactory work relationships with clients and staff.
- Demonstrated ability to deal tactfully and effectively with coworkers, clients and staff from other agencies.
- Demonstrated skill in using a variety of office equipment and computer software programs.

The hours of work including days off and work area may be subject to change consistent with operational requirements and the provision of the Collective Agreement and applicable statutes. Successful applicants may be required to complete a Criminal Records Review Check. As per the current Public Health Orders (Long Term Care/Seniors Assisted Living Provincial Health Officer Order and the Health Sector Order), as of October 26, 2021, all employees working for Vancouver Coastal Health must be fully vaccinated for COVID-19. Proof of vaccination status will be required.

### **About the Company:**

VCH is a world class innovator in medical care, research and teaching, delivering service to more than one million BC residents. At VCH, we embrace thinking boldly, taking smart risks, and 'going first' when we believe it will lead to the best possible outcomes for patients and their families. We invite you to join us in creating healthy lives in healthy communities by showcasing our passion for care, connection to the communities we serve and our culture of teamwork that makes VCH a great place to work.

- Comprehensive health benefits package, including MSP, extended health and dental and municipal pension plan
- Grow your career with employer-paid training and leadership development opportunities
- Wellness supports, including counselling, critical incident and innovative wellness services are available to employees and their immediate families
- Award-winning recognition programs to honour staff, medical staff and volunteers
- Access to exclusive discount offers and deals for VCH staff

Diversity, equity, and inclusion are essential to our goals of creating a great place to work and delivering exceptional care. We acknowledge and accommodate unique differences and ensure special measures are in place so that all prospective and current employees are given an opportunity to succeed.

We are committed to building a representative workforce and encourage applications reflecting diversity of sex, sexual orientation, gender identity or expression, racialization or ancestry, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

Vancouver Coastal Health is proud to be recognized as one of Canada's Top 100 Employers in 2023.

### **Works Cited:**

Vancouver Coastal Health. "Medical Office Assistant." *Https://Careers-Vch.icims.com/*, Indeed, 4 Apr. 2023, [https://careers-vch.icims.com/jobs/95182/job?utm\\_source=indeed\\_integration&iis=Job%2BBoard&iisn=Indeed&indeed-apply-token=73a2d2b2a8d6d5c0a62696875eaebd669103652d3f0c2cd5445d3e66b1592b0f&mobile=false&width=819&height=500&bga=true&needsRedirect=false&jan1offset=-480&jun1offset=-420](https://careers-vch.icims.com/jobs/95182/job?utm_source=indeed_integration&iis=Job%2BBoard&iisn=Indeed&indeed-apply-token=73a2d2b2a8d6d5c0a62696875eaebd669103652d3f0c2cd5445d3e66b1592b0f&mobile=false&width=819&height=500&bga=true&needsRedirect=false&jan1offset=-480&jun1offset=-420).