



Position Title: Birth Centre Assistant

Union Classification: Medical Assistant

Hours: Casual
(On call and Overnight shifts **required**)

Salary Scale: \$17.107 to \$19.821

Job Purpose: To provide program and service support functions in accordance with Women's Health Clinic policies and procedures to maintain consistent and high quality services at the Birth Centre. Staff will be scheduled to meet the operational needs of Women's Health Clinic. Many positions will include evening, weekend and/or on call responsibilities. There are some designated bilingual positions that require proficiency in listening and speaking in both official languages.

ALL INTERNAL APPLICANTS MUST APPLY IN WRITING, including those who wish to increase their EFT.

PLEASE REPLY IN WRITING BY 4:00 pm on August 24, 2017 TO:

Casual Birth Centre Assistant Hiring Committee, Women's Health Clinic

419 Graham Ave. Unit A, Wpg MB R3C 0M3 or email: secty@womenshealthclinic.org

PRIMARY RESPONSIBILITIES:

Support for Clinical Services

- Client referral to external practitioners and services, including booking of appointments as appropriate
- Processes laboratory specimens and results, performs pregnancy tests
- Complies with all health and safety guidelines, example - safe handling of specimens
- Provides health information and education to clients
- Communication with practitioners and clients
- Ensures that client charts are maintained
- Responds to emergency situations, follow directions of practitioners and emergency personnel
- Prepares clinical areas before each client, including cleaning as required
- Maintains clinical area equipment and supplies
- Maintain statistical and other information as required
- Assists with tasks generated by the electronic billing process and other billing procedures
- Provides on-call clinical services support up to 9 hours in duration, evenings, weekends and overnight

Reception (Clinical)

- Provide reception services to clients
- Screening and directing incoming calls
- Maintaining efficient client flow
- Managing electronic schedule, recording client information accurately in electronic medical record
- Handling cash, debit, credit cards and receipts in accordance with WHC policies and procedures
- Assist individuals who telephone or walk into the Clinic by making referrals and/or providing information
- Maintaining WHC security systems and procedures; opening and closing the building
- Managing disturbances or crises in the reception area
- Keeping the reception area neat and orderly

Women's Health Clinic is a feminist, pro-choice community health centre that provides accessible and equitable health and wellness services and education. WHC is committed to developing an inclusive organization that is reflective of and responsive to the diversity of the communities we serve. This position is subject to a Criminal Record Check and a Child Abuse Registry Check.

We thank all applicants for their interest; however, we will only contact those candidates whom we wish to interview.



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Intake

- Providing information to potential clients about WHC and WRHA Midwifery programs and criteria for service
- Collecting and recording client information, conducting a brief assessment based on Clinic guidelines to establish whether potential clients meet program intake criteria
- Informing potential clients about the Clinic process or program details
- Referring to other services if service at WHC not available
- In accordance with established Clinic policies and procedures, book appointments for new or returning clients

Other Program Supports

- Preparation of group and counselling rooms
- Preparation of supplies and materials

Client/Family Support

- Provide information about site and services to clients, their families and support people
- Escort clients to client service areas and provide orientation to site
- Provide community information as appropriate (transportation, food services)
- Assist clients/family and supports to find and obtain what they need
- Alert practitioners or management of any observed issue with clients or facilities

Other

- Participates in WHC by preparing for and attending meetings, performing follow-up tasks and providing feedback, as required by the organizational structure and WHC policy
- Maintains and enhances work-related skills through educational activities
- Assists with the orientation/training of other staff as required.
- Stays current on WHC policies and procedures.

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QUALIFICATIONS

Minimum requirements

- Completion of high school or equivalent program of studies
- Excellent interpersonal verbal and written communication skills, organizational and problem-solving skills
- Awareness and understanding of cultural diversity issues
- Knowledge of and commitment to whc philosophy and model of care
- Ability to multi task and work under stressful conditions
- Discretion and confidentiality
- Computer skills
- Ability to work independently or as part of a team
- Where required, fluency in both official languages

Assets but not required

- Previous experience as CST staff person/preferable as medical assistant
- Previous experience as a medical assistant/receptionist in a health care setting or community agency
- Previous experience operating a switchboard and computer appointment system
- Experience working with volunteers
- Proficiency in both official languages or other languages

Seniority will be a factor in the selection of the incumbent.

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