



INTERNAL/ EXTERNAL JOB POSTING - CUPE LOCAL 204

Posting Date: September 21, 2017 updated Nov 1, 2017

Closing Date: TBD - Ongoing

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Position Title: Medical Program Medical Assistant -

Union Classification: Medical Assistant

Hours: Casual

Salary Scale: \$17.107 - \$19.831 /hr.

Job Purpose: To provide program and service support functions in accordance with WHC policies and procedures to maintain consistent, high quality services. Staff will be scheduled to meet the needs of Women's Health Clinic (WHC). Positions require evening and/or weekend work.

ALL INTERNAL APPLICANTS MUST APPLY IN WRITING

PLEASE REPLY IN WRITING TO:

CASUAL Medical Program Medical Assistant Hiring Committee,

Women's Health Clinic, 419 Graham Ave. Unit A, Wpg MB R3C 0M3 or email: secty@womenshealthclinic.org

PRIMARY RESPONSIBILITIES:

1) Reception:

- Provide reception services to visitors of the Clinic
- Screen or direct incoming calls to the general Clinic telephone line.
- Collect client information in accordance with WHC policies and PHIA guidelines
- Inform visitors and callers to the Clinic of services and program details and refer callers to other services if they do not fit Clinic criteria or if we are otherwise unable to provide direct service
- Book appointments for new or returning clients for the medical program, the BC/UPP Program and other programs as required in accordance with established Clinic guidelines
- Handle cash, debit, credit cards and receipts in accordance with WHC policies and procedures
- Maintain WHC security systems and procedures and manage disturbances or crises in the reception area
- Keep the reception area and front desk area neat and orderly, including stocking resources as needed.

2) Clinical Support:

- Maintain an efficient system for client referral to internal and external practitioners and services and informing the client of appointments as needed.
- Process laboratory specimens and forward to appropriate labs; perform pregnancy tests as a delegated function of medical practitioner
- Collect and enter client information into electronic medical record in accordance with WHC policies and PHIA guidelines
- Comply with all health and safety guidelines re: Routine Practices for safe handling of specimens, cleaning procedures etc.
- Contact and inform clients as a delegated function of medical practitioner of specific test results and health education forwarding queries to practitioners when appropriate.
- Prepare and maintain exam and procedure room supplies and equipment, restocking as necessary

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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3) Intake:

- Provide in person intake and triage functions for visitors to the clinic during designated drop in times
- Provide in person and telephone service assessments based on established Clinic guidelines to confirm whether potential clients meet Clinic criteria, referring callers who do not meet criteria to other services
- Collect demographic and medical information in accordance with WHC policies and PHIA guidelines.

4) Other:

- Collect statistical data for the Clinic to assist in program planning and evaluation
- Maintain and enhance work-related skills through educational activities and inservices
- Assist with the orientation/training of other staff as required
- Stay up-to-date about Clinic programs and procedures
- Participate and prepare for required meetings; performing follow up tasks and providing feedback as required by the organizational structure and WHC policy

QUALIFICATIONS:

Minimum requirements

- Completion of high school or equivalent program of studies;
- Excellent interpersonal verbal and written communication skills, organizational and problem-solving skills;
- Ability to multi task;
- Awareness and understanding of cultural diversity issues;
- Awareness of women's health issues; must be comfortable working in a pro-choice environment;
- Ability to work under stressful conditions and to maintain confidentiality.
- Computer skills
- Ability to work independently or as part of a team

Assets

- 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 language
- Knowledge of and experience with the Personal Health Information Act.

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

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