



Position Title: Abortion Program Medical Assistant

Union Classification: Medical Assistant

Hours: 0.60 EFT (24 hrs/week)
Required Wednesdays, Thursdays & Fridays

Salary Scale: \$17.107 - \$19.831

Job Purpose: To provide program and service support functions in the abortion program 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.

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

PLEASE REPLY IN WRITING BY 4:00 pm on Wednesday January 17, 2018 TO:

Abortion 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:

NOTE: Position Description Under Review

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

Intake

- 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.

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 physician, nurses and emergency personnel
- Provides equipment and supply support in the procedure room
- 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

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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Client Support

- Provide information about site and services to clients and support people
- Escort clients to client service areas and provide orientation to site
- Provide community information as appropriate (transportation, food services)
- 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.

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

- 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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