

March 25, 2024

**Competition No**

UPC 2024 03 25 MOA

**Position Title**

Medical Office Assistant

**Position Type**

Permanent Full-Time – One (1) position available

Part-time – One (1) positions available

**Wage**

\$25.45 - \$29.70 per hour, depending on qualifications and experience

**Closing Date**

April 30, 2024

**Start Date**

As soon as possible.

**Hours per Week**

Full-time: 37.5-40 hours/week

Part-time: 12-24 hours/week

Typical weekday shifts are between 7:30 am-8:30 pm, and to be available one or two-weekend shift rotation of Saturday and/or Sunday 11:30 am-6:30 pm.

**Location(s)**

Penticton, BC

### The Employer

A progressive, not for profit organization, OneSky has been serving the South Okanagan Similkameen for over five decades. Guided by our core belief that we're all in this together, living under a single sky, our goal is to create a way forward for everyone. We champion and support individuals to reach their full potential, work to remove barriers and support individuals through a diverse range of services. OneSky values diversity, accessibility, respect, accountability, integrity, and collaboration. To learn more about us visit [www.oneskycommunity.com](http://www.oneskycommunity.com).

We provide a competitive salary, and a supportive, collaborative, and fun work environment. Eligible positions also qualify for comprehensive benefits and a defined pension. OneSky is a great place to work!

### About the Urgent & Primary Care Centre

The Urgent & Primary Care Centre (UPCC) helps patients from some of our most vulnerable populations get the health and social services they need to improve their quality of life. This is an environment where primary care

providers work collaboratively with mental health professionals and social workers to ensure patients have well-rounded medical and community support. A team of healthcare professionals, including physicians, nurse practitioners, nurses, and other allied health professionals, will provide long-term care to individuals with mental health and substance use needs. Additionally, individuals, families and seniors with health care needs can access everyday health care and get attached to a primary care provider if needed.

## **Nature of Position**

Particularly important for this role is the desire to help people from marginalized communities. The Medical Office Assistants are empathetic communicators who can work in a fast-paced environment and adapt to the variety of client needs which arise daily. MOA is confident with technology, a team builder, and client-centered. They are comfortable working with a variety of healthcare professionals and are excited to work in a team-based care environment.

## **About the Position**

We have openings for a Casual position of 8-20 hours/week and a Part-time position of 12-24 hours/week. Typical weekday shifts are between 7:30 am-8:30 pm, and one-weekend shift rotation of Saturday and/or Sunday 11:30 am-6:30 pm.

- Perform reception duties and all clerical and support duties for Primary Care Practitioners to maintain the clinic flow and run an efficient and fast-paced clinic environment.
- Manage walk-in clients, book appointments, manage a busy wait room, answer patient inquiries, and anticipate the needs of the clinic and the client.
- Manage and complete tasks set forth by each Primary Care Practitioner in a timely manner.
- Prep exam rooms and patients for appointments, including ensuring appropriate supplies for complete physical exams, labs and minor procedures are available. Assist with procedure clean up and sterilization.
- Assist Primary Care Practitioners with chaperoning and minor procedures or exams as requested.
- Maintain a knowledge of community resources to better serve clients experiencing various health challenges and/or who are at risk.
- Participate in data collection, evaluation and quality assurance tasks as requested.
- Recognize and respond to potential emergency situations with confidence and ease.

## **Qualifications and Experience**

- Medical Office Assistant Certificate/Diploma or Certificate in Office/Administration OR an equivalent combination of education and experience in a clinic setting.
- Interest and ability to work with clients from vulnerable populations and contribute to a friendly environment.
- EMR knowledge of Med Access and/or Meditech is an asset.
- Customer Service background an asset.

## **Knowledge, Skill, and Abilities**

- Intermediate computer software skills including MS Word, Excel, Outlook
- Valid First Aid Certificate
- A commitment to the principles of person-centred service, which respects the uniqueness, dignity, rights, and responsibilities of each individual.

- A commitment to maintaining a quality service environment that provides individuals with respect and values their choices.
- Ability to prioritize and manage time in a fast-paced environment.
- Ability to work through conflict through a trauma-informed lens.

### **Other Requirements**

- Successful completion of a criminal record check.

### **To Apply**

Please note competition # **UPC 2024 03 25 MOA** on your cover letter and submit it with resume to [resumes@oneskycommunity.com](mailto:resumes@oneskycommunity.com).

*OneSky Community Resources is an equity employer and encourages applications from members of equity-seeking groups who may contribute to our further diversification.*

*We wish to thank all applicants for their interest; however, only those selected for interviews will be contacted.*

**Note:** *OneSky will proceed with immediate interviews and hiring of a suitable candidate(s).*