



**May 12, 2023**

**Internal/External Job Posting #HC01-23-07**

**RISE Community Health Centre**

**Medical Office Assistant, Casual**

Collingwood Neighbourhood House (CNH) is a not-for-profit Society serving the Renfrew-Collingwood (RC) neighbourhood of East Vancouver. CNH's mandate is to promote the well-being of the Renfrew-Collingwood community by providing leadership and working collaboratively with individuals, families, agencies and other groups to develop and support inclusive, innovative, sustainable initiatives and services that respond to the community's social, educational, economic, health, cultural and recreational needs.

RISE Community Health Centre (CHC) is a department of CNH, and is funded by the Ministry of Health. RISE CHC supports the health and well-being of Renfrew-Collingwood residents by offering community-based primary care and health promotion services. Populations of focus include Newcomers, LGBTQ2SIA+, Indigenous, Isolated Seniors, Youth, people experiencing Homelessness, those working in the Sex Trade, and those experiencing Mental Health and Substance Use issues. Services are delivered by a diverse interdisciplinary team, working in partnership with other Collingwood Neighbourhood House departments and partnering agencies.

This is an incredible opportunity to be part of the RISE CHC team, where you will work with committed and passionate professionals in the provision of integrated, high quality, holistic health services. We encourage applicants with lived experience of structural inequity to apply, and in particular those who identify as Black, Indigenous, People of Colour, LGBTQ2SIA+, and those living with a visible or invisible disability.

### **JOB OVERVIEW**

The Medical Office Assistant (MOA) is responsible for supporting the day-to-day operations of the Community Health Centre by performing administrative tasks and ensuring high-quality customer service to patients. Medical office assistants support both the front and back of the office, including scheduling appointments, patient communication, filing, stocking rooms and prepping exam rooms for procedures. Additionally, medical office assistant is expected to handle sensitive information confidentially and ensure smooth operation by accurately completing administrative tasks in a timely manner.

### **SKILLS & QUALIFICATIONS**

- Graduation from a Medical Office Assistant program or equivalent
- Two or more years of experience working as a MOA in a community-based primary health care setting
- Excellent people and customer service skills
- Strong verbal and written communication skills
- Experience in performing daily administrative tasks and duties of the community health centre
- Ability to multi-task in a complex and fast-paced situation
- An egalitarian philosophy and non-judgmental attitude (i.e. gender, culture, age, race, sexual orientation, language, ability and more)
- Previous experience working with culturally and economically diverse populations and marginalized communities
- Experience working with an interdisciplinary and culturally diverse teams
- Excellent organization, planning, and computer skills
- Understanding of medical terminology
- Highly motivated with a strong work ethic

- Critical thinking skills
- Telephone/switchboard skills
- Administrative skills (scanning, faxing, linking documents)
- Experience with urine dipstick, pregnancy, drug testing and taking vital signs such as blood pressure, height and weight
- Must be fully vaccinated against COVID-19

#### **ASSETS**

- Fluency in identified non-official languages based on neighbourhood demographics
- Experience with OSCAR EMR

#### **JOB DETAILS**

- **Schedule:** Variable shifts to cover vacation and sick calls during hours of operation (9am-6:30pm Monday to Friday and 9am-5:30pm Saturdays)
  - Seeking someone who is available to provide full-time vacation coverage, Mondays to Fridays, 35 hours per week from July 17 to August 31, 2023
- **Salary:** \$21.30 per hour + 10.6% in lieu of vacation
- **Location:** RISE Community Health Centre and community settings in Renfrew-Collingwood
- **Expected Start Date:** ASAP for training and orientation

#### **APPLICATION PROCESS**

Applicants must be legally entitled to work in Canada. If you are not currently authorized to work in Canada, CNH will not consider your job application. As per the Collingwood Neighbourhood House Human Resources Policies and Procedures, all factors being equal, first priority will be given to qualified local and internal applicants.

#### **SUBMIT RESUME AND COVER LETTER TO:**

**Nilam Khoja**

Community Health Centre Manager, RISE Community Health Centre  
Collingwood Neighbourhood House  
5198 Joyce Street, Vancouver, BC  
Email: [risechc@cnh.bc.ca](mailto:risechc@cnh.bc.ca)

**PLEASE QUOTE REFERENCE #HC01-23-07**

**CLOSING DATE: June 1, 2023**

**APPLICATIONS WITHOUT A COVER LETTER WILL NOT BE CONSIDERED**

**We thank all individuals who apply for this position and will contact shortlisted candidates directly. No phone calls please.**