



**November 21, 2023**  
**Internal/External Job Posting #HC01-23-10**  
**RISE Community Health Centre**  
**Medical Office Assistant – Part-Time, Permanent**

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 RC 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 community-based CHC that is part of the Primary Care Network strategy and funded by the Ministry of Health. RISE CHC supports the health and well-being of Renfrew-Collingwood residents who are facing barriers to achieving health by offering community-based primary care and health promotion services. Populations of focus include Newcomers, LGBTQ2S+, 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.

**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**

**Salary:** \$25.33 per hour to start with progression. Extended health, dental benefits, and pension plan. Paid vacation starting at 2 weeks per year plus paid sick days.

**Schedule:** Tuesday-Friday; 28hr/week. Working hours will be Tuesday 10 am-5:30 pm, Wednesday 9 am-4:30 pm, Thursday 11 am-6:30 pm & Friday 11 am-6:30 pm

**Expected Start Date:** ASAP for training and orientation

**Location:** RISE Community Health Centre (5198 Joyce Street, Vancouver, BC, V5R 4H1) and outreach locations within the Renfrew-Collingwood neighbourhood

#### **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. We encourage applicants with lived experience of structural inequity to apply, and in particular those who identify as Black, Indigenous, People of Colour, LGBTQ2IA+, and those living with a visible or invisible disability.

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

**Nilam Khoja**

**Community Health Centre Manager, RISE Community Health Centre**

Collingwood Neighbourhood House

5198 Joyce Street, Vancouver, BC, V5R 4H1

Email: [risechc@cnh.bc.ca](mailto:risechc@cnh.bc.ca)

**Please quote reference #HC01-23-10**

**CLOSING DATE: December 12, 2023 at 5 PM**

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

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