**JOB DESCRIPTION**

**Position Title:** Medical Office Assistant-Program Assistant, Summer Student

**Program/Location:** Health/Beachburg, Cobden & Eganville

**Reports to:** Nursing & Admin Supervisor

**Role Summary**

The Medical Office/Program Assistant will be providing assistance to the Administrative team.

**POSITION REQUIREMENTS**

1. **Education**

* High School Diploma (or working towards)
* Administrative or Health Care post-secondary studies (or working towards)

1. **Professional Experience**

* Ability to work independently
* Administrative support

1. **Key Competencies**

* Ability to work independently
* Ability to adapt to the changing health care environment
* Non-judgmental attitude

1. **Work Conditions**

* Ability to work flexible hours (occasional evenings) based on organizational and team needs
* Interaction with staff
* Extended periods of sitting
* Operation of desktop computer and peripherals

**POSITION RESPONSIBILITIES**

* Ensures efficient and effective use of staff time by receiving calls and directing messages to all staff.
* Receiving and greeting clients and visitors both at the center and over the phone and directing them accordingly
* Operates and ensures the maintenance of the Electronic Medical Record system, including registration of clients and booking of appointments
* Maintains bookings for meeting rooms and offices of the Centre
* Data entry as required
* Performs general opening and closing procedures of the Centre.
* Assists administrative team members with general support functions as required
* Initiates crisis response procedures when necessary
* Ensures accurate and timely entry of client demographic information
* Assists with scanning of forms and documents
* Provides support to team and programs as required
* Assists with EMR transition.
* Assumes other related duties as required

**Standard ConnectWell Employee Responsibilities**

As an employee of ConnectWell, this position is responsible for the following:

**Administrative**

* Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
* Submits records of time worked and time off in a timely manner
* Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
* Complies and adheres to all applicable ConnectWell policies and procedures

**Organizational Responsibilities**

* Respects and values the diversity of the community and individuals
* Supports the organization’s student placement programs
* Contributes to the organization’s work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation
* Contributes to the organization’s practices of hiring, orienting and training of employees
* Participates actively in team meetings
* Consults with and provides support to team members and other ConnectWell employees regarding professional issues
* Participates in the development of policies and procedures by providing feedback in the organization’s policy development process
* Works in a manner that incorporates health promotion and recognizes the determinants of health
* Participates in team and individual professional development opportunities

**Occupational Health & Safety**

This position must also work within the scope of all legislative and ConnectWell Health and Safety policies. In this capacity, the employee:

* Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health & Safety Act (Section 28)
* Must read and follow all ConnectWell Occupational Health & Safety policies
* Works safely in consideration of the following job hazards: noise, workplace violence
* Participates in Occupational health & Safety training as required:
* AODA
* WHMIS
* Employee Safety Training
* Other (as required)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

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Employee Signature Date

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Supervisor Signature Date