

**Medical Office Assistant– Ref. No. 20011**  
**All Programs**  
**Casual Position**



**The Alex: Changing Health. Changing Lives.** The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive and participatory. In addition to the Family Health Centre, we run a Seniors Health Centre, a Youth Centre, two Mobile Community Health Buses, one Dental Health Bus, four Housing First Programs, and a Community Food Centre.

**What we do and why we do it:**

The Alex Community Health Centre's primary goal is keeping people and communities well. Through comprehensive and co-ordinated primary care delivery, this multidisciplinary team ensures the client receives timely services, appropriate referrals and the delivery of seamless care. Special attention focuses on reducing accessibility barriers and focusing more on a comprehensive wraparound approach to service delivery. A model of care that addresses the social, health, and financial needs with particular attention towards building wellness and quality of life.

The Casual Medical Office Assistant (MOA) is a vital part of the clinical care team at the Alex Community Health Centre. MOAs operate within the clinic environment, and depending on assigned tasks and roles, are responsible for coordinating client services, managing the physical clinic environment, managing health information via the electronic medical record (EMR) and The Alex's social services data platform, and facilitating communications between clients, clinicians, administrations, and external care providers. The MOA is expected to rotate through various key roles and workstations throughout the Alex Community Health Clinic. Each station, served on a rotating basis, fulfills a critical role within the daily operation of the medical clinic, and each MOA is expected to fulfil a critical role within their assigned team of healthcare professionals. This is a Casual position.

**What you will do:**

Medical information management (EMR skills)

- Maintain a high-level of competency in EMR use – includes scheduling, information entry and assessment, data management, document management, and all other functions needed for clinical care
- Be responsible for data entry, management of information within EMR, including patient profiles, patient panels, and all functionality of EMR platform
- Be able to populate relevant health information into EMR, and to relay and curate information to other members of the care team to facilitate care
- Create client profiles in EMR and social data system; this includes interview and data entry of appropriate information and client assessments

Physical assessment and care of clients

- Must have basic physical assessment skills, including measurement of client vital signs (including blood pressure, temperature, oxygen saturation, height/weight, etc.)
- Possess ability to conduct, for the benefit of triage and as part of care pathway, a medical history and client interview
- Support primary care practitioners in day-to-day clinical care of clients

Maintenance of clinic workspace and environment

- Cleans and sterilizes beds and instruments following universal precautions and best practice guidelines
- Prepares examination rooms; selects, sets up and maintains medical supplies and equipment for all examinations and procedures
- Maintains inventory, laundry and other materials, as required
- Experience with medical sterilization techniques and autoclaves an asset

#### General medical office duties

- As requested by a physician or other clinical staff, obtains reports, consultations, diagnostic imaging results, health records, etc. from various care providers and institutions
- Answers the telephone, screens and relays messages to patient and staff, greets and directs patients and families
- Provides data entry, photocopying, faxing and filing services
- Provides ongoing assistance to nursing, medical and other Alex staff concerning the administrative and procedural workings of the health centre
- Assist with data collection and entry as directed

#### Commitment to team-based care

- Will work as part of a multidisciplinary team – nurse practitioners, physicians, social workers, case managers, medical specialists, registered nurses, psychologists, pharmacists, and other disciplines
- Collectively with LPNs, receptionists, a central clinical operations team, and the administration team, the MOA will be part of a team to support the provision of care at the Alex clinics
- While each discipline and position have their own unique skillsets and responsibilities, during peak periods and other high flow times, all team members will be expected to collaborate and assist their team members to facilitate best practice clinical care

#### Passion for complex care and inner-city medicine

- Strong commitment to working with individuals living with severe and persistent mental illness and addictions
- Strong skills in health promotion and illness prevention
- Ability to build rapport with marginalized individuals
- Understanding of Mature Minor Doctrine in Alberta
- Familiarity with evidence-based practices such as Motivational Interviewing, Nonviolent Crisis Intervention Training, Trauma Informed Care training, Mental Health First Aid, ASSIST, and naloxone administration an asset

#### What you bring:

- Medical Office Assistant Certificate
- Minimum two years' experience in a medical office environment
- Knowledge of medical terminology
- Excellent computer skills
- Accomplished skills managing multiple conflicting priorities
- Proficiency working independently and managing time effectively
- Ability to pay attention to detail
- Strong written and verbal communication skills
- Commitment to working with a marginalized population that struggles with homelessness and/or poverty
- Effective engagement with members of a multi-disciplinary team
- Awareness of HIPA and FOIP
- Standard First Aid Level C – CPR and AED are mandatory
- Vulnerable sector criminal record clearance and child welfare intervention check are required
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action an asset

#### How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to [jobs@thealex.ca](mailto:jobs@thealex.ca) and be sure to include the job title and reference number in the subject line. **This position will remain open until a suitable candidate is found.**

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca)

*We thank all applicants for their interest, however, only those selected for an interview will be contacted.*