



## Internal/External Posting Medical Administrative Assistant, East Mississauga Community Health Centre

**Contract Position: 30 hours per week**  
**Contract Period: June 2020 – September 2020 (12 weeks)**  
**Salary: \$15.85 per hour**

**This is a summer job opportunity for those between the age of 18 and 30 years at the start of employment, are a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*\*; and is legally entitled to work according to the relevant provincial / territorial legislation and regulations (as directed by the funder).**

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

### Job Summary

Under the direct supervision of the Director of East Mississauga, the Medical Administration Assistant will work with a team of staff/volunteers to support COVID-19 response initiatives, and clinical departments including medical, dental, and allied health to help serve the community and EMCHC priority populations (i.e. Immigrants and refugees, Francophone communities, seniors, racialized communities, individuals living in poverty, LGBTQQITT2S+ communities) in the Mississauga East-Cooksville community over the summer months.

The Medical Administration Assistant will ensure that all organizational policies are followed.

### Primary Responsibilities

- Greeting and responding to individuals at reception in a courteous and professional manner.
- Support the East Mississauga site in active screening for COVID-19 of all persons (ex. clients, staff, visitors) entering the site.
- Assist in cleaning/sanitizing the reception area, waiting room, and personal desk space in accordance with current Ministry Infection, Prevention and Control (IPAC) standards and record it in log book.
- Support a PPE inventory, capacity planning, surveys, sourcing, and ordering as required.
- Answer/transfer incoming calls; make outgoing calls as needed; take messages; check messages in inbox; and respond accordingly in a timely manner.
- Book client appointments in an electronic medical/dental record database for clinical and health promotion providers; confirm new client appointments the day prior to the visit as directed and call clients for follow-up appointments as directed by the providers.

- Providing client service support (ex. using digital skills such as inputting patient information into electronic medical and dental record databases, explaining program limitations to patients and their family members, demonstrating patience and respect, assisting patients such as seniors, those with low literacy, language barriers with filling out intake/administrative forms).
- Assist staff set up new client records, prepare for upcoming appointments, and protect client confidentiality at all times as per PIPEDA and PHIPA standards.
- Participate in team and LAMP all staff meetings regularly.
- Provide coverage for Medical Office Assistants and Dental Receptionist when they are absent, for break coverage, and contribute to overall team functioning by assisting where needed.
- Special Projects/Virtual Events support that benefit the broader community and EMCHC priority populations (ex. food security initiative, virtual Pride event).
- Assisting with program evaluations and reports as needed.
- Other administrative duties as assigned (ex. sending faxes, and distributing incoming mail).

### Required Qualifications

- Working towards or completion of Medical Office Administration Diploma or Post Secondary Education in Administration, Social Services or Health Sector from a recognized institution or equivalent.
- Experience in a community health setting.
- Understand privacy legislations, medical and health care systems, diversity and inclusion.
- Knowledge of health care coverage programs.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Great attention to detail with the ability to work under pressure, account for results, and meet challenging deadlines with the ability to maintain a positive attitude.
- Professional and empathetic.
- Positive attitude and dependable with strong initiative, and the ability to work both independently and in a team oriented atmosphere.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of the East Mississauga and Peel Region community, as well as, a second language that is reflective of the community being served are all preferable assets.

### Proficiency in the Following Computer Skills

- Excellent working knowledge and ability to navigate a PC windows environment, including shared drives.
- Advanced skills and experience using Microsoft applications (Word, Outlook & Excel).
- Advanced skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications (i.e. Electronic Health Records – Nightingale/Abident)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

### Working Conditions

- The hours may vary from day and evening and some weekend work may be required.
- Must be able to work in a fast-paced environment, work under pressure, and be able to make sound decisions within their scope.
- Must also be able to display great understanding and patience when working with all clients, including those who may present challenges.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice.

## Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- The wearing of PPE will be required (ex. surgeons masks, face shield) for part to the entire shift depending on duties assigned and workspace location.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

*LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.*

Please send your resume with a cover letter to **Human Resources:**

<b>Email Address</b>	<b>recruiting@lampchc.org</b>
<b>Subject</b>	<b>Job Opening for Medical Administrative Assistant, EMCHC</b>
<b>Internal Deadline</b>	<b>5:00 pm on Thursday June 18, 2020</b>
<b>External Deadline</b>	<b>5:00 pm on Thursday June 25, 2020</b>

*We thank all applicants for their interest. However, only those selected for interviews will be contacted.  
No phone calls please.*