

Employment Opportunity

Dadzi Wellness Centre

Dakelh Primary Care Centre

PO Box 1697, 160 Stuart Drive, West

Fort St. James, V0J 1P0

JOB OPPORTUNITY: Medical Office Assistant (MOA)

ORGANIZATION SUMMARY

The Dakelh Primary Care Society is one that respects the cultural values and practices that are integral to Indigenous identities and wellness. We are committed to a proactive holistic approach to health and wellness, and to the delivery of services which are sustainable and honour the customs and traditions of the Binche, Nak'azdli and Tl'azt'en communities near Fort St. James, BC.

POSITION SUMMARY

The aim of the Dakelh Primary Care is to improve access to primary health care services and traditional wellness services for First Nations people in a way that is culturally safe and closer to home. This position is part of a collaborative, multi-disciplinary primary care team that provides team based, trauma-informed care by creating a culturally safe environment to promote, maintain and/or restore client health.

The Medical Office Assistant, Primary Care provides administrative support to the day-to-day operations of the Centre. The role coordinates staff and resources through the Electronic Medical Record (EMR) according to program workflows. The role functions as a member of a collaborative and comprehensive health care team ensuring the provision of safe, ethical and culturally appropriate care to clients and their families.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Works on a continuing basis to develop and expand knowledge of cultural safety and humility, and how culturally safe, humble, and trauma-informed approaches are woven into daily work.
2. Acts as first point of contact for clients, including greeting and creating a welcoming environment.
3. Schedules clients and completes initial assessment of needs to determine the routing related to the care.
4. Registers clients and ensures accurate recordkeeping for all related documentation (i.e. medical reports and chart notes).
5. Fosters relationships, builds trust, and deals tactfully with clients and staff, through an understanding of rural and remote communities and the inherent challenges and barriers to accessing services.
6. Coordinates and prioritizes requests from primary care team, including
7. Support operations by providing administrative and reception support in a primary care centre environment which may include, but are not limited to:
 - Data entry and compiling information / statistics / reports
 - Draft correspondences and word processing as required, coordinates distribution of materials and information to relevant stakeholders
 - Develop and maintains a recordkeeping process
8. Reviews information determines encounter coding and conducts reconciliations.
9. Reviews availability of primary care team members, schedules client visits and appointments accordingly.

10. Works with members of the primary care team, as well as with community-based health and wellness providers to help coordinate primary care and referrals as led by the physician, nurse practitioner, or leadership team.
11. Communicates & coordinates with other offices, clinics, hospital, First Nations communities, etc.
12. Coordinates ongoing information-sharing internally and externally, including sharing appropriate information with various audiences and keeping the primary care team informed of corporate news.
13. Performs other related duties as assigned.

JOB SPECIFICATIONS

Education & Experience

- Graduation from a Medical Office Assistant Certificate Program from an accredited Community College and 3 to 5 years experience in a medical practice with advanced knowledge in encounter coding, data and administrative processes, human resource management principles and practices, and current scheduling practices, or an equivalent combination of education and experience.
- Experience in EMR is required

Knowledge and Abilities

- Demonstrates ability to utilize and understand Medical Terminology, in particular terminology related to substance use and mental health
- Demonstrated knowledge of MSP Billing Practices and Fee Codes, medical issues and terminology, applicable regulations through the relevant healthcare provider colleges required
- Experience working with a First Nations Health Service Organization or experience working with First Nations people and communities is an asset
- Current valid BC Driver's License
- High level of comfort working with technological applications including EMRs, Zoom, Microsoft Suite
- De-escalation and supportive communication
- Must have proven ability to maintain professional conduct and confidentiality in the care of patients

Competencies

- **Awareness** - Thorough knowledge of the current First Nations health governance landscape in BC
- **Leadership** –Influencing, motivating, and inspiring others through direct and indirect means to accomplish organizational objectives including people and partnership development in a manner consistent with the 7 Directives, Shared Values, and Wellness Operating Principles. Able to champion change, in partnership with others, by living the First Nations perspective of health and wellness.
- **Decision making** - Uses sound judgment to make good decisions based on information gathered and analyzed. Considers all pertinent facts and alternatives before deciding on the most appropriate action. Commits to decision.
- **Problem solving** - Analyzes problem by gathering and organizing all relevant information. Identifies cause and effect relationships. Comes up with appropriate solutions with minimal supervision.
- **Teamwork/collaboration** – Strong interpersonal skills. Interacts with people effectively. Able and willing to share and receive information. Collaborates within the group and across groups. Supports group decisions. Puts group goals ahead of own goals.
- **Adaptability** - Adapts to changing work environments, work priorities and organizational needs. Able to effectively deal with change and diverse people.
- **Planning/Organizing** – Proactively plans and organizes tasks and work responsibilities to achieve objectives. Sets priorities and schedules activities. Allocates and uses resources properly.

- **Work standards** - Sets and maintains high professional and performance standards. Pays close attention to detail, accuracy, quality and ensures follow through.
- **Motivation** - Displays energy and enthusiasm in approaching the job. Commits to putting in additional effort. Maintains high level of productivity. Self-directed.
- **Initiative** - Takes action to influence events. Generates ideas for improvement, takes advantage of opportunities, suggests innovations, does more than required.
- **Integrity** - Shares complete and accurate information. Maintains confidentiality of highly sensitive information. Adheres to organizational policies and procedures. Meets own commitments.
- **Reliability** - Takes personal responsibility for job performance. Completes work in a timely and consistent manner. Sticks to commitments and reports back on status of assigned tasks.
- **Communication** - Strong written and oral communication skills. Expresses ideas succinctly and effectively. Organizes and delivers information appropriately. Listens actively.
- **Stress tolerance** - Displays emotional resilience and the ability to withstand pressure on an on-going basis. Deals with difficult situations while maintaining performance and professionalism. Seeks support from others when necessary. Uses appropriate coping techniques.
- **Physical ability** to perform the duties of the position

Salary Range: \$40,000 - \$50,000

How to Apply

Interested parties should submit a cover letter and resumé to Carrie Nash, Operation Director
operation.director@dakelhealth.ca

Closing date: April 5, 2024

Fort St. James is a well-established, vibrant BC community on the scenic shores of Stuart Lake (Nak'album). The town's residents are diverse and welcoming. Vanderhoof and Prince George are easily within reach by vehicle. A founding principle of this Centre is that there be no barriers to care. [FSJ-Brochure-v5.pdf](#)
fortstjameschamber.ca

Only candidates selected for interviews will be contacted.