



# Aboriginal Health & Wellness Centre of Winnipeg, Inc.

181 Higgins Avenue, Suite 215 Winnipeg, Manitoba R3B 3G1  
Telephone: (204) 925-3700 Fax (204) 925-3709

## \* JOB POSTING \*

**Position:** MEDICAL OFFICE ASSISTANT

**Department:** Indigenous-led Primary Care Clinic

**Site:** Aboriginal Health & Wellness Centre of Winnipeg, Inc. (AHWC) in the Neeginan Centre

**Address:** 181 Higgins Avenue

**Reports to:** Director Primary Care

**Status:** 1.5 FTE (Hiring two positions to split 1.5 FTE)

**Hours of Operation:** 8:45 – 4:30 pm

**Union:** Manitoba Association of Healthcare Professionals (MAHCP)

**Salary:** \$23.654, \$24.364, \$25.094, \$25.847, \$26.622, \$27.421

**Date:** February 11, 2025

### **JOB OVERVIEW**

The Medical Office Assistant (MOA) for the Indigenous-led Primary Care Clinic will provide reception, clinical, and administrative duties to meet the high demands of the day-to-day operations within the Primary Care Clinic.

The Medical Office Assistant should demonstrate an understanding of and respect for the histories, traditions, and cultures of Indigenous peoples, inclusive of First Nation, Métis, and Inuit Communities and Nations, including an understanding of the importance of decolonizing healthcare systems and spaces.

### **RESPONSIBILITIES AND DUTIES**

- Welcomes and supports all Indigenous - *First Nation, Inuit, and Métis* – and non-Indigenous community members entering AHWC Clinic, including people who identify as part of the 2SLGBTQIA+ community and persons who live with disabilities; sees to their immediate comfort
- Nurtures a judgement-free, shame-free environment, focused on harm-reduction and the journey of healing that the individual has defined for themselves
- Emphasizes culturally sensitive, culturally relevant, person-centered care
- Possesses knowledge of social issues such as poverty, homelessness, food insecurity, substance use, mental health/illness, racism, and other challenges faced by Indigenous populations in Winnipeg

### **Reception Duties**

- Provide reception services for staff, clients and general public including greeting clients/staff/public, completing registrations, scheduling of appointments and follow-up appointments
- Answer telephone and direct calls as appropriate
- Provide office support as assigned in a professional manner
- Taking messages for Doctors and Nurses
- Provides reception function for community members, service providers, and interdisciplinary team
- Manages/confirms appointments and schedules, including: Cancels appointments when a provider is unable to be present; telephones or writes to community members who require an appointment reminder; and directs individuals to the appropriate member of the Clinical team

- Captures and/or verifies demographic information as part of the registration process, including asking community members to self-identify
- Manages mail and deliveries sent or received
- Maintains printers, copiers, supplies, incoming faxes, and scans
- Participate in regular office procedures including photocopying, faxing information, answering information requests.

### **Clinical Duties**

- Perform patient height and weight measurements, if directed
- Prints and distributes daily appointment schedules for providers
- Be aware of patient's physical or mental wellbeing whether social, emotional, psychological, or physical while in the waiting room

### **Administrative Duties**

- Coordinates communication of assigned area job postings
- Mail services including accepting mail at the front desk, sorting, sending, and distributing.
- Participate in special projects as assigned (e.g., this could include special events organization; compile information for monthly or annual reports)
- Maintain filing systems and database record management
- Accessing records in the database and ensure accuracy
- Track employee attendance
- Participate, as requested, on committees, team or work groups at a local or provincial level.
- Support and follow all Clinical policies and procedures
- Demonstrate a strong commitment to personal and professional ethics, integrity and responsibility
- Collects and has access to Personal Health Information (PHI) and must follow Manitoba and/or Shared Health Inc's staff instructions respecting security, use, storage and destruction of PHI
- Performs data collection and entry
- Supports monthly and quarterly quality assurance audits, as per the Directors discretion
- Assists in response to emergencies by being familiar with the fire plan, emergency procedures, safety protocols, and location of emergency equipment, etc.
- Works in collaboration with the Director of Clinic and reports operational issues as advised
- Completes other duties that may be assigned (be a 'Helper') when required as part of the Clinic team, not exceeding stated skills and capabilities

### **ESSENTIAL SKILLS**

- Ability to work well under pressure and in high stress situations
- Excellent oral and written communication skills
- Demonstrate knowledge and experience maintaining medical records and filing systems, as well as processing personal health information
- Working knowledge of electronic medical records (EMR) preferred
- Keyboarding skills 30-50 wpm required
- Knowledge of medical terminology required
- Working knowledge of computer software required
- Ability to work in an interdisciplinary team

### **DECISION MAKING**

- Ability to distinguish between circumstances in which decisions can be made independently and those where consultation is needed

- Ability to determine the best recommendations to make when approached for advice or resources
- Decisions regarding how to obtain evidence-based information to make informed recommendations when necessary

### **QUALIFICATIONS**

- Successful completion of Attestation of Collegial Studies (AEC), Unit Clerk Course, and/or a Medical Office Assistant Course required
- 2 years or more of experience working in healthcare and or a similar environment
- An equivalent combination of education and/or experience deemed acceptable by AHWC
- Cognizant and respectful of the diversity of Indigenous cultures, languages and traditions

### **PHYSICAL AND EMOTIONAL DEMANDS OF THE JOB**

- Must be able to function effectively in a fast-moving environment with frequent interruptions
- Must be able to do moderate lifting
- Should have good coping skills and stress management

### **LICENSES, REGISTRATIONS**

None.

*All positions are subject to Criminal Record and Child Abuse Registry checks. Applicants may be required to undergo testing to determine the knowledge, skill, and ability required for position.*

*AHWC is committed to equity and inclusion and is on an earnest journey to increase responsiveness to Indigenous peoples by promoting a workforce that is representative of the communities we serve. We encourage applications from Indigenous persons, those with personal and/or familial lived experience, and members of equity-seeking groups. Qualified applicants are encouraged to self-declare in their application.*

### **CLOSING DATE FOR APPLICATION: open until position is filled**

Please submit cover letter, resume, and three work related references to:

[adminclinic@ahwc.ca](mailto:adminclinic@ahwc.ca)