



Southwest Ontario  
Aboriginal Health  
Access Centre

# Medical Administrative Assistant (Remote/Hybrid)

**Status: Full-Time Contract (12 Months)**

**Location: London**

**Posting Date: June 16, 2022**

**Southwest Ontario Aboriginal Health Access Centre (SOAHAC)** is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. The Centre provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the Southwest, Waterloo Wellington and Erie St Clair regions. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. We are also mandated to build health care capacity within Indigenous communities. Currently, we are seeking the services of a **Medical Administrative Assistant** to join our interdisciplinary staff team at our **London site**, working mostly remotely.

As an essential, often first contact and critical liaison between community members accessing SOAHAC's services and our interdisciplinary staff team, the **Medical Administrative Assistant** will help maintain SOAHAC's core values in the provision of culturally safe care. The Medical Administrative Assistant assists in providing a positive, welcoming environment for community members, visitors, individual clients, their families and staff. You will provide medical, administrative, technical and clerical support to SOAHAC team members in various programs including but not limited to, Palliative Care and Midwifery. This is a key communications role and as such, you will participate in maintaining internal relations between staff, health service providers, as well as, community partners.

**Responsibilities will be mainly conducted from employee's home office, with the ability to work on site at our William Street or Victoria Street sites as required.**

## **Responsibilities**

- Provide support to individual SOAHAC clients and families, mainly over the telephone.
- Collaborate as part of the interdisciplinary staff team for the best interest of the clients, their families and community wellness outcomes
- Aid and support by processing referrals to specialists, laboratory and procedural appointments, and pharmacist inquiries as part of the interdisciplinary staff team
- Ensure proper notification of medical appointments and medical correspondence as part of the interdisciplinary staff team
- Maintain an efficient computerized client encounter system by inputting and updating information into PSS (Telus) on a regular basis

## **Requirements:**

- Graduate of a Medical Administrative Diploma or equivalent
- 3-5 years knowledge/ experience working in an Indigenous multi-service health and wellness environment preferred
- Supportive of both Indigenous and western models of wellness and health care
- Possess a thorough knowledge of medical terminology, anatomy and physiology

- Prior experience utilizing medical scheduling software a plus, preferably with an EMR (ideally PS Suites)
- Extensive computer literacy
- Knowledge of various Indigenous and mainstream community agencies, service providers, and resources
- Exceptional attention to detail and accuracy
- Ability to work in a fast-paced environment
- Ability to manage confidential and sensitive information
- Willingness to learn Indigenous Cultural Safety and other ongoing cultural learnings/ teachings
- Willingness to assist other SOAHAC sites as needed
- Access to reliable transportation
- Ability to obtain/ maintain a current and clear vulnerable sector police check is a condition of employment
- Up-to-date immunization records including at least 2 COVID-19 immunizations

***This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.***

**This position is full-time @ 35 hours (5 days) per week, Monday-Friday from 10am-6pm. Salary is competitive and subject to experience. Optional pension plan (HOOPP) is included.**

SOAHAC values diversity and is an equal opportunity employer; however, hiring preference will be given to qualified Indigenous applicants (please self-identify). SOAHAC is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.

**If you are interested in applying for this position, please forward your cover letter and resume to:**

Email: [careers@soahac.on.ca](mailto:careers@soahac.on.ca)

Subject line: **Medical Administrative Assistant, Owen Sound**

Or mail to: **Human Resources  
Southwest Ontario Aboriginal Health Access Centre  
425 – 427 William Street  
London, ON N6B 3E1**

Closing Date: **June 30, 2022**

Please visit **Southwest Ontario Aboriginal Health Access Centre** online at: [www.soahac.on.ca](http://www.soahac.on.ca) or like us on [www.facebook.com/soahac](https://www.facebook.com/soahac) to learn more about us!

*We thank all those for applying but only those selected for an interview will be contacted.*