
POSITION SUMMARY

The role of the Front Office Reception position is to provide administrative support functions which support the effective day-to-day operations of the Family Health Team in achieving the goals of the FHT as outlined in the Strategic Plan. Attention to detail, managing multiple priorities, a focus on quality improvement and providing a high level of patient service is essential.

POSITION REQUIREMENTS

The minimum requirements for this position are:

Education and Experience

- Post-secondary education in office administration, medical administration or a related field (preferably in a health service setting);
- A minimum of four years' experience in a similar role or equivalent.

Skills and Abilities

- Strong organizational skills, ability to work independently and in a professional manner respecting patient confidentiality and program integrity;
- Good judgment, time management, attention to detail and priority setting abilities;
- Excellent verbal and written communication skills;
- Ability to work as part of a team with a variety of health service providers;
- Excellent interpersonal skills;
- Excellent computer skills and demonstrated proficiency with a variety of software programs including Microsoft Word, Excel, Outlook and Power Point
- Exceptional client service skills;
- The following abilities would be considered a significant asset:
 - Knowledge of both PC Microsoft and Apple operating systems;
 - Familiarity with Electronic Medical Records systems (the office uses Practice Solutions);
 - An excellent understanding of computers (Windows and Mac) to assist in IT and troubleshooting.

• self-aware • manage self • develop self • demonstrate character

Accountabilities:

- Models PAAFHT values and integrates them into everything we do
- Contributes to the efficient functioning of the organization and the attainment of goals
- Participates in personal leadership development – actively seeking opportunities and challenges for personal learning, character building and growth
- Demonstrates character and models qualities such as honesty, integrity, resilience and confidence
- Arranges priorities as necessary to perform tasks
- Models established work and administrative procedures
- Maintains current knowledge of policy manuals, reading minutes of meetings and keeping up to date with organizational happenings.
- Aware of own assumptions, values, principles, strengths and limitations
- Takes responsibility for own performance and health

Responsibility:

Engage Others

- foster development of others • contribute to the creation of healthy organizations
- communicate effectively • build teams

Accountabilities:

- FHT Team
 - Promotes awareness of PAAFHT services and programs
 - Actively participates in staff, team and committee meetings as appropriate
 - Promotes and participates in a multi-disciplinary team approach
 - Participates in the development and evaluation of policies, protocols and procedures to improve client care and/or to promote co-operative and efficient staff functioning with the team and Executive Director
- Patients and external providers
 - Provides discreet secretarial and reception services
 - Manages a multi-line telephone system at office reception
 - Manages schedules and scheduling of patient appointments for service providers including; Physicians, Nurse Practitioner, Registered Practical Nurse, Social Worker, Diabetes Educator & Footcare Nurse
 - Prepares patient correspondence
 - Organizes incoming and outgoing mail and routing of faxes
 - Scans patient data into EMR and maintains accurate patient records
 - Relays medical information and messages over the telephone from Physicians and IHPs to patients
 - Coordinates and schedules referrals and required medical tests for patients
 - Collaborates with both providers and clients to ensure that appropriate management, referral and responses to inquiries are provided

Responsibility:

Achieve Results

	<ul style="list-style-type: none"> • set direction • align decisions with values, visions, evidence • take action consistent with values • assess and evaluate
<ul style="list-style-type: none"> ▪ Office Administration <ul style="list-style-type: none"> ○ Participates in the development, planning and evaluation of FHT programs and services ○ Creates EMR Custom Forms, Reminders, Searches and Stamps ○ Maintains office equipment and inventory; printers, photocopier, fax machine and trouble-shooting IT issues ▪ Quality Improvement <ul style="list-style-type: none"> ○ Completes quality improvement data standardization in Electronic Medical Records systems (PS Suites EMR) 	

Responsibility:	Develop Coalitions <ul style="list-style-type: none"> • purposefully build partnerships • commitment to customer & service • mobilize knowledge • navigate sociopolitical environs
Accountabilities:	<ul style="list-style-type: none"> ▪ Develops and maintain a health and safety program in cooperation with MD staff rep ▪ Maintains strong working relationships with team members and external stakeholders ▪ Cultivates a teamwork environment where all interactions with physicians, patients, families, and staff demonstrate compassion, accountability, respect and teamwork

Responsibility:	Systems Transformation <ul style="list-style-type: none"> • demonstrate systems & critical thinking • orient to the future • encourage & support innovation • champion & orchestrate change
Accountabilities:	<ul style="list-style-type: none"> ▪ Encourages and support innovation and quality improvement within our team ▪ Actively contributes to change processes within the organization ▪ Assists in yearly review of Strategic Plan and implementation of strategies and objectives ▪ Maintains a future-oriented strategic outlook

Responsibility:	Safety
<p>All employees are responsible for demonstrating their responsibility and commitment to patient and staff safety by complying with all Powassan & Area Family Health Team policies and procedures related to staff and patient safety, including the identification of near misses or actual incidents where patient or staff safety are at risk. Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • Incident reporting of all workplace injuries, occupational illness and/or exposures to the Executive Director • Actively following Infection Control and Practice guidelines, including hand hygiene practices, routine practices i.e. utilizing appropriate personal protective equipment (PPE) • Practicing WHMIS safety guidelines • Completing all mandatory e-Learning 	

WORKING CONDITIONS:

Work is performed in a variety of settings both within and outside the FHT medical centre and the satellite location in Astorville.

REPORTING RELATIONSHIPS:

The Office Administration position reports and is accountable to the Executive Director.

PROBATIONARY PERIOD:

Three-month probationary period.

The preceding described duties are representative and should not be construed as all-inclusive.