

Position Description:
Reception/Program Assistant

Status: Full Time
Accountable to: Executive Director
Date revised: July 2024

PURPOSE OF THE JOB

The role of the Reception/Program Assistant position is to provide reception and 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. This position is key in supporting the Interprofessional Primary Care Team expansion and includes Powassan, Astorville, South River and Bonfield clinics. Work will be primarily in Powassan. Attention to detail, managing multiple priorities, a focus on quality improvement and providing a high level of patient service is essential.

POSITION QUALIFICATIONS

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.

DUTIES AND RESPONSIBILITIES:

Reception/Program Assistant

- Assisting with creation and implementation of Policies and Procedures and Medical Directives
- Photocopying required documents for staff and Board distribution
- Assisting with creation and updating patient education Power Point Presentation in waiting room
- Creating EMR Custom Forms, Reminders, Searches and Stamps
- Assisting with updating Website on a regular basis
- Assist with maintaining office equipment; printers, photocopier, fax machine and trouble-shooting IT issues
- Completing office filing duties
- Waitlist management
- Monitoring and routing of emails received through info@paafht.ca email account
- Formatting and revision of agency forms
- Assisting with Preventative Care telephone calls
- Responsible for coordinating and scheduling of Telepsychiatry Appointments (via OTN)

Quality Improvement and Programs Support

- Supporting population health programs through patient communication via secure emails, Ocean forms and phone calls
- Supporting program implementation and evaluation
- Assisting in completion of Quality Improvement Plan and collection of stats for all FHT programs and OH/MOH reporting from all 4 clinic sites
- Completing quality improvement data standardization in Electronic Medical Records systems (PS Suites EMR) for all 4 sites
- Implementation and tracking of patient satisfaction surveys
- Participates in the development, planning and evaluation of FHT programs and services

Reporting

- Assisting with creation of Excel spreadsheets and reports for monthly and quarterly statistical submissions to Ontario Health and Ministry of Health
- Assisting in yearly review of Strategic Plan
- Assisting with quarterly updating of FHT Board Dashboard

Reception

- Providing discreet secretarial and reception services
- Managing a multi-line telephone system at office reception
- Managing schedules and scheduling of patient appointments for service providers including; Physicians, Nurse Practitioner, Registered Practical Nurse, Social Worker, Diabetes Educator & Footcare Nurse
- Completing patient reminder calls as needed
- Relaying medical information and messages over the telephone from Physician's and IHP's to patients
- Coordination and scheduling of referrals and required medical tests for patients
- Preparation of patient correspondence
- Organizing incoming and outgoing mail and routing of faxes
- Scanning of patient data into EMR and maintaining accurate patient records

Team Responsibilities

- 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
- Collaborates with both providers and clients to ensure that appropriate management, referral and responses to inquiries are provided
- 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 in cooperation with the team and Executive Director
- Maintaining current knowledge of policy manuals, reading minutes of meetings and keeping up to date with organizational happenings.
- Contributing to the efficient functioning of the organization and the attainment of goals.
- Arranging priorities as necessary to perform tasks.
Knowing established work and administrative procedures

WORKING CONDITIONS:

Work is performed in a variety of settings both within and outside the FHT medical clinics and may include other community locations, including patient residences.

REPORTING RELATIONSHIPS:

The Office Assistant 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.