



MEDICAL ADMINISTRATIVE CLERK – CORE CARE TEAM – 077-24-3
Primary and Clinical Care Services, Health Services
Full-Time

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **May 8, 2024**, for the **Medical Administrative Clerk – Core Care Team with Primary and Clinical Care Services Department**. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications accepted through <https://www.vscyberhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED.** **Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.**

JOB SUMMARY: The Medical Administrative Clerk – Core Care Team Reports to and works under the direction and supervision of the Manager of Primary Care services, Six Nations of the Grand River Elected Council, which includes matters pertaining to the policies and procedures of Six Nations of the Grand River Elected Council

PURPOSE & SCOPE OF THE POSITION:

The role of Medical Administrative Clerk (MAC) within the Integrated Primary Core Care Team at Six Nations of the Grand River is a vital component of our innovative primary care delivery model. Our model prioritizes holistic wellness, incorporating physical, mental, emotional, and spiritual aspects of health, with a commitment to honoring the voices and stories of our community members. Working within the Core Care team, facilitates continuity and relationship building. As the first point of contact between clients and the core team, the MAC serves as a crucial link in facilitating communication and support. Working closely with the core care team, the MAC assists in delivering culturally sensitive, high-quality healthcare services tailored to the unique needs and values of the Six Nations community. In addition to providing administrative support, the MAC actively fosters collaboration among healthcare professionals and promotes the seamless integration of healthcare services across various domains. By embodying our foundational principles and facilitating efficient coordination, the MAC contributes significantly to the success and effectiveness of our primary care delivery model.

Type	Full Time
Closing Date	May 8, 2024
Hours of Work	35 hours per week
Wage	\$42,151 - \$46,282 per annum

*A competitive compensation package will be offered commensurate with qualifications. *

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.



BASIC QUALIFICATIONS:

Minimum Requirements:

- Graduate of Post-Secondary School in Medical Office Administration with one year of work experience in the field of medical reception, preferably in a Primary Care or Acute Care Setting

OR

- Grade 12 Diploma (Ontario Basic Skills Level 4 Grade 12 equivalency/General Equivalency Diploma) and at least one year of recent medical receptionist experience in a Primary Care or Acute Care Setting

Other Related Skills:

- Demonstrated proficiency in medical terminology (may be assessed during the interview process).
- Ability to effectively interpret reports and prioritize urgency accordingly.
- Advanced computer literacy encompassing software applications and general hardware maintenance.
- Exceptional organizational and time management abilities.
- Outstanding interpersonal, verbal, and written communication skills.
- Recognizes and upholds the significance of confidentiality, exhibiting tact and discretion in all interactions.
- Culturally competent to engage with the Six Nations community.

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Online

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
 - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
 - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
 - c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance please reach out to Eniola Owoso, HR Business Partner at 519-445-2223 ext. 5716 or via email at HRBP3@sixnations.ca.



Method #2: GREAT – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

**Medical Administrative Clerk – Core Care Team – 077-24-3
Full Time**

c/o Reception Desk
Grand River Employment & Training (GREAT)
P.O. Box 69, 16 Sunrise Court
Ohsweken, Ontario N0A 1M0



POSITION DESCRIPTION – HEALTH SERVICES

POSITION TITLE: Medical Administrative Clerk-Primary Care Services

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Manager of Primary Care services, Six Nations of the Grand River Elected Council, which includes matters pertaining to the policies and procedures of Six Nations of the Grand River Elected Council

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DUTIES & RESPONSIBILITIES:

1. Technical Functions:

- Facilitates the maintenance of comprehensive and confidential Electronic Medical Records (EMRs) for all clients of the Primary Care Team, ensuring accuracy, completeness, and adherence to privacy regulations.
- Updates and maintains all forms, correspondence, and documentation within the EMR system, promptly addressing requests from the team to uphold data integrity and consistency.
- Manages the scheduling of preventative care appointments and coordinates corresponding patient notifications and reminders, optimizing patient engagement and adherence to recommended care plans.

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- Processes and organizes incoming patient-related documents, including laboratory reports, consultation notes, and test results, verifying the review and approval of healthcare providers before integration into EMRs.
- Handles incoming memoranda, submissions, reports, and other pertinent documents with efficiency and discretion, ensuring appropriate dissemination and action as necessary.
- Conducts regular audits to verify the accuracy of patient data within EMRs, implementing corrective measures as needed to uphold data quality standards.
- Performs scanning of medical documentation into EMR systems as required, maintaining meticulous records and adherence to established protocols.
- Collaborates closely with core care team to streamline administrative processes and enhance workflow efficiency within the Integrated Primary Care Team.
- Provides support during patient appointments as needed, such as assisting with registration, check-in procedures, and documentation management.
- Participates in ongoing training and professional development opportunities to remain current on relevant EMR software updates, regulatory requirements, and best practices in medical record management.
- Acts as a resource for patients, addressing inquiries related to appointment scheduling, billing inquiries, and general administrative support.
- Contributes to quality improvement initiatives by identifying opportunities for process enhancement and actively participating in quality assurance activities within the primary care setting.

2. **Communications Functions:**

- Demonstrates leadership in identifying and addressing emerging problems or trends within administrative processes, proposing innovative solutions to promote effective resolutions, and presenting recommendations to the team for consideration.
- Collaborates closely with the Core Care team to ensure seamless coordination of all administrative functions, fostering a cohesive and efficient operation of the Primary Care team.
- Actively promotes positive communication and information exchange both internally among healthcare providers and externally with relevant health agencies, contributing to a culture of collaboration and partnership within the broader healthcare community.
- Handles inquiries from the public, and provides information as needed, while exercising discretion and sound judgment, particularly when addressing sensitive or confidential matters.
- Proactively identifies opportunities to enhance communication channels and streamline information dissemination, contributing to improved efficiency and effectiveness in service delivery.



- Facilitates the implementation of communication strategies aimed at enhancing patient engagement and satisfaction, such as supporting the coordination of patient education initiatives and outreach efforts.
- Actively participates in meetings and forums related to administrative processes, offering insights and recommendations to support continuous improvement initiatives and promote best practices in communication and information management.
- Always maintains professional demeanor and adherence to confidentiality protocols, ensuring the highest standards of integrity and professionalism in all communication endeavors.

3. **Administrative Functions:**

- Effectively manages all incoming telephone calls, ensuring prompt and courteous response, and directs calls to the appropriate team member or message center, demonstrating exceptional communication and customer service skills.
- Maintains an accurate and up-to-date patient empanelment for their core team, utilizing attention to detail and organizational skills to ensure data accuracy and integrity.
- Provides medical transcription services as needed, demonstrating proficiency in transcription software, and adhering to established transcription standards and protocols to ensure accurate and timely documentation of patient-related information.
- Evaluate patients of the Core Care Team over the phone and upon their arrival at the clinic, employing clinical judgment and established triage protocols to determine patient needs and prioritize care delivery accordingly.
- Coordinates all patient appointments with core care team members, including physicians, RN Case manager, nurse practitioners, cultural advisor, social workers, dietitians, etc., utilizing scheduling software and effective communication with patients and healthcare providers to optimize appointment scheduling and minimize scheduling conflicts.
- Assists in the development and implementation of appointment scheduling protocols and procedures to enhance efficiency and effectiveness in appointment management, contributing to improved patient access and satisfaction.
- Collaborates with other administrative staff and healthcare providers to ensure seamless coordination of patient appointments and effective utilization of clinic resources, fostering a patient-centered approach to care delivery.

4. **Other Functions:**

- Performs other job-related duties as may reasonably be required by the Manager of Primary Care services.



- Provides support for the Six Nations Emergency Measures Plan by ensuring awareness of the Emergency Measures Plan and assistance as instructed by the Director of Health Services.
- It is the responsibility of the employee to be aware of and adhere to all policies and procedures, including those that relate to client safety, staff safety and risk management.

WORKING CONDITIONS:

- Working has a high profile, extensive public contact and is subject to deadlines and interruptions.
- Work may at times be subject to unscheduled hours.

WORKING RELATIONSHIPS:

With the Manger of Primary Care Services,

Receives direction, guidance, encouragement; discusses plans and priorities regarding Primary care day to day administrative functions.

With Other Staff

Promotes professionalism, courtesy, co-operation and teamwork with all staff.

With the Public

Represents and promotes the values, vision, and mission of the Primary Care Team within the Six Nations community; works in a courteous, positive and proactive manner; provides information and advice.

With External Agencies:

Represents and promotes the Primary Care Team interests relative to Health Services: seeks to develop sound, professional working relationships.

KNOWLEDGE SKILLS:

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IMPACT OF ERROR:

Errors in judgement and in the conduct of duties could lead to loss credibility, poor public relation, confusion, duplication of effort and misinformation being given to the Director of Health Services, Human Services Committee, Six Nations Elected Council, Government Agencies and the public.

CONTROL:

Guiding principles set by Health Services Department and Six Nations Elected Council. Works within the administrative policies and procedures established by the Six Nations Elected Council for the Health Services Department and other legislation provided by the respective governments.