



Job title: Client Coordinator
Location: Varying clinic locations
Reports to: Executive Director
Hourly Rate: \$26.81 - \$33.76
Status: Full time, temporary (18 month parental leave contract)
Hours of Work: Monday - Friday (8:30 a.m. - 4:30 p.m.)

Summary

Regional Essential Access to Connected Healthcare (REACH) is a dynamic nonprofit, charitable organization that provides health care services to the unhoused community, survivors of intimate partner violence, those with justice involvement, and those who experience barriers to accessing healthcare services. We are committed to removing barriers to care by providing accessible and equitable care.

Reporting to the Executive Director, the Client Coordinator is a critical member of the team who is highly skilled in medical receptionist duties and highly organized to effectively support the organization in various administration duties.

What you can expect from us:

- Competitive wage: \$26.81 - \$33.76 + 12.5% in lieu of benefits
- We believe in work life balance and provide: 10 paid health and wellness days + \$2,000 to support your well-being
- Three weeks of paid vacation
- Paid professional development days + \$500 for Professional Development
- Being part of an organization that is doing meaningful work in the community!

About the Role:

Duties and responsibilities include, but are not limited to:

Medical Office duties:

- Provides a welcoming, supportive environment and acts in a courteous and professional manner.
- Supports clinicians with administrative tasks including: management of referrals, management of labs, reminder calls, monitor of medical administration EMR inbox, scheduling appointments, and other duties.

- Responsible for EMR on-boarding/off-boarding and training for all new staff, students/residents, physicians.
- Implement EMR workflows for all medical reception related activities
- Answers and directs telephone calls
- Enrolls new clients and complete appropriate documentation
- Completes physician billing

Administrative Assistant duties:

- Maintains and manages inventory of forms and supplies across all clinic locations
- Monitors and updates EMR data errors
- In collaboration with the Executive Director, lead the on-boarding/off-boarding process and training for all new staff, students/residents, partnering agencies, and third party contractors (i.e. physicians)
- Order office supplies and maintain inventory
- Supports program staff with referral management.

To excel in this role you will need:

Education and Work Experience Requirements:

- Completion of two year diploma in administration or medical office assistant or equivalency in relevant experience.
- Minimum of three years' of experience in the medical receptionist field is considered an asset.
- Minimum of three years' of experience with Electronic Medical Records, Telus PS Suites is preferred.
- Minimum of one to three years' of experience in administration.
- Experience and knowledge of the social determinants of healths
- Experience building relationships with health care providers and organizations
- Experience working in a multi-disciplinary team and collaborating with teams on the care of clients

Knowledge, Skills and Abilities:

- Extremely skilled in time management and prioritization of tasks
- Knowledgeable of confidentiality and privacy practices specifically the Personal Health Information Protection Act
- Highly proficient in the use of Google products
- Excellent oral and written communication skills
- Ability to carry out duties independently while maintaining accountability

Conditions of Employment

- Must possess a valid G driver's license with access to a reliable vehicle

Does this sound like something you may be interested in? Please email a copy of your resume and cover letter to Human Resources: carolyn@reachniagara.com .

We thank all applicants for their interest but only those selected for further consideration will be contacted.

REACH is an equal opportunity employer – we are committed to a diverse, equitable, and inclusive environment. We welcome all applications. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, REACH will provide accommodations through the recruitment process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.