



Job title: Client Coordinator
Location: Varying clinic locations
Reports to: Executive Director
Status: Full time, temporary (18 months parental leave coverage)
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 homeless and marginalized communities across Niagara in collaboration with our partners. 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.

Accountabilities and Responsibilities

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.

Overall:

- Contribute and support implementation of REACH's strategic plan and priorities.
- Promote a culture of collaboration and respect across all disciplines and functions.
- Participation in team and organizational meetings (where required).
- Maintain health and safety standards as per the Occupational Health and Safety Act.
- Maintain privacy requirements as per the Personal Health Information Protection Act (PHIPA).
- Represent the mission, vision, and values of REACH.
- Other duties as assigned.

Qualifications

Education and/or 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
- Demonstrated EMR skills (ideally PS Suites)

Physical Requirements

- Periods of sitting and standing
- Some expectation of dissatisfied community members

Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- At point of hire, provide proof of education, satisfactory Police Clearance Certificate, and a valid G driver's license.

Employee Name:

Employee Signature:

Date:

Supervisor Name:

Supervisor Signature:

Date: