



Job Description

Position: Administrative Coordinator

EFT: 1.0 (40 hours per week)

Union: CUPE2348

Reports to: Executive Director

Salary: \$51-269.40 - \$57,344.56

Current: October 2023

Job Summary

The Administrative Coordinator plays a vital role in providing administrative support and ensuring a welcoming environment for our patients and visitors. This role is essential for managing appointments, patient records, and maintaining effective communication. The administrative coordinator is also responsible for providing support to clinical staff, program staff, the Executive Director, and the Board of Directors.

Qualifications

- ❖ Supportive of OHC's Vision, Mission, and Values.
- ❖ One-year diploma in administration is an asset.
- ❖ 2 years administrative or receptionist experience in nonprofit or community-based role is preferred.
- ❖ Experience with medical terminology and the Electronic Medical Record (EMR) systems is preferred.
- ❖ Strong computer skills, including proficiency in Microsoft Office (Word, Excel, Outlook), and proven proficiency in creating, editing, and formatting detailed documents, reports, and presentations
- ❖ Strong organizational skills to manage numerous tasks and projects simultaneously while meeting deadlines, with exceptional attention to process and detail
- ❖ Good verbal and written communication skills to interact with team members, patients, medical staff, and vendors including writing of correspondence, telephone etiquette, and medical reports.
- ❖ Exceptional interpersonal and communication skills, with the ability to build and maintain relationships.
- ❖ Demonstrated adherence to ethical standards, confidentiality, data protection practices.
- ❖ Awareness and respect for diverse patient populations with the ability to provide a welcoming and inclusive environment.



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Responsibilities

1. Visitor and Inquiry Coordination:

- ❖ Welcomes and directs visitors to their designated areas notifying staff of visitor arrivals.
- ❖ Provides support to visitors and main phone line calls, ensuring a positive experience.
- ❖ Manages organization email, forwarding information requests to the appropriate staff.

2. Administrative Support:

- ❖ Handles various administrative communication tasks with supporters and staff.
- ❖ Manages internal support for IT, phone, and equipment-related requests.
- ❖ Enters data into client information database and acts as a backup for database administrator.
- ❖ Provides support for board of directors including coordinating meeting dates and times, booking rooms, and collating documentation.
- ❖ Maintains mailing lists and software supporting external communications activities.
- ❖ Manages building and office equipment maintenance such as readings, setting up access, and computers for employees, students, board members, and volunteers.
- ❖ Assists with preparation of funding proposals and reports in terms of collecting documentation required to support the request.

3. Patient Management:

- ❖ Handles patient inquiries, book appointments with patients and translators, and completes necessary intake forms.
- ❖ Coordinates patient appointments with clinical staff.
- ❖ Coordinates transcription and review of medical letters and maintains accurate records.
- ❖ Assists with patient referrals and associated documentation.

4. Patient Records:

- ❖ Organizes and maintains patient records in Electronic Medical Record (EMR).
- ❖ Coordinates and maintains clinical files.
- ❖ Supports doctors with record management tasks as needed.
- ❖ Coordinates compilation of MIS and other statistical reports for funder organizations



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APPLICATION PROCESS

Closing date is **Wednesday, March 6, 2024**. Applicants are encouraged to submit applications early.

We welcome and encourage applications from all individuals with relevant experience, especially people from equity-seeking groups.

Interested candidates are asked to submit a cover letter and resume addressed to tlinner@ohcmb.ca with "Administrative Coordinator" in the subject line. While we thank all applicants for their interest, only those offered an interview will be contacted.