

Provincial Office – Part Time Medical Office Assistant (MOA) Telehealth Job Posting

Status: Part time, hourly (\$19-\$22/hour commensurate to experience and qualifications)

Location: Options Provincial Office, 3550 East Hastings Street, Vancouver

To be a diverse workforce that is representative (at all levels) of the people we serve, we welcome and encourage applications from anyone who identifies as Indigenous, LGBTQ2S+, member of a visible minority or marginalized populations, and persons with disabilities. If you are a member of any of these groups and wish to contribute to the furthering of the mission of the organization, we welcome you to self-identify within your application, cover letter or resume.

Position Summary

Options for Sexual Health's Telehealth offers sexual health services to anyone in BC. The MOA role is an integral part of the team, supporting physicians, completing referrals, and following up on results. Position reports directly to the Clinic Services Director. Four hours/day, Monday through Thursday at Options Provincial Office.

Responsibilities

The MOA is responsible for referrals, results management, updating booking system, occasionally booking telehealth appointments, and processing some invoices and payments, including:

- Support and communicate with physicians
- Completing referrals
- Notify telehealth providers of appointment lists (slates)
- Update slates with appointment schedules
- Administrative and general duties
- Occasionally book telehealth appointments
- Operate the switchboard

Education, Knowledge, and Experience

- Experience using EMR and appointment scheduling systems (OSCAR)
- High school diploma or equivalent
- Knowledge of sexual health medical terminology
- Knowledge of basic accounts receivable bookkeeping practices
- Experience in dealing tactfully and effectively with members of the public, suppliers, and clients
- Experience in operating a multi-line telephone system
- Experience in operating office equipment and desktop computer equipment
- Medical Receptionist diploma or equivalent experience an asset

Skills and Abilities

- Be non-judgmental and pro-choice, and comfortable speaking with people about their sexual health concerns
- Excellent interpersonal skills
- Able to consistently deal with clients in a caring, confidential and respectful manner
- Effective written and verbal communication skills



- Ability to multitask under demanding conditions
- Able to work independently and as part of a team

All positions at Options require a signed commitment to Options' mission, values, objectives, and confidentiality policy. Thank you for your interest in Options for Sexual Health. We regret that only short listed candidates will be acknowledged. Please submit an application online at <https://www.optionsforsexualhealth.org/employment-application/general>