

Provincial Office – Part Time (nine hours/week) short-term contract- Medical Office Assistant (MOA) Telehealth Job Posting

Status: Part time, (nine hours/week) short-term contract, hourly (\$19-\$22/hour commensurate to experience and qualifications)
Location: Options Provincial Office, 3550 East Hastings Street, Vancouver and Remote

Our goal is to be a diverse workforce that includes the voices of those who have been disproportionately affected by marginalization and oppression in sexual and reproductive health. We welcome applications from anyone who may contribute to furthering the mission of the organization, and especially seek applicants who are Indigenous, Black, people of colour, LGBTQ2SA+, members of marginalized populations, and persons with disabilities. If you are a member of any of these groups, 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. Three hours/day, Monday, Wednesday and Friday (nine hours/week) at Options Provincial Office or from home. Possible opportunities for more hours per week.

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>