

Medical Office Assistant– Ref. No. 20040
Assisted Self Isolation Site
Temporary | Casual



The Alex: Changing Health. Changing Lives. The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive and participatory. In addition to the Family Health Centre, we run a Seniors Health Centre, a Youth Centre, two Mobile Community Health Buses, one Dental Health Bus, four Housing First Programs, and a Community Food Centre.

What we do and why we do it:

The pandemic situation is evolving rapidly and requires a team that will have flexibility in their delivery of care. In partnership with AHS and CUPS, we are working together to open an Assisted Self Isolation Site (ASIS) for Calgary's vulnerable homeless individuals who otherwise do not have homes to self-isolate should they become symptomatic or ill with COVID-19. Our target population is Calgary area only, homeless persons with symptoms who have been tested in the community and require self-isolation while waiting for results; COVID-infected homeless persons requiring self-isolation while their illness resolves. Ideal candidates are those with experience working with vulnerable and complex populations. This will be a 24/7 operation of care. This is a temporary Casual position.

What you will do:

- Coordinate flow of clients between shelters, ER and ASIS
- Support clients via telephone and other communication methods on site and staff
- Coordinates patient care through the ASIS
- Maintains electronic medical records – updates contact information, and other pertinent information during each patient encounter
- Shares information gathered from patients with appropriate team members and stakeholders to assist in more comprehensive care of the patient
- Schedules patients for tests and follow up appointments
- Maintains inventory of office supplies and other materials, as required
- Coordinates operations such as meal delivery, housekeeping, etc.
- Participates in team and staff meetings, as requested
- As requested by a physician or other clinical staff, obtains reports, consultations, diagnostic imaging results, health records, etc. from various care providers and institutions
- Answers the telephone, screens and relays messages to patient and staff, provides data entry, photocopying, faxing and filling services
- Provides ongoing assistance to nursing, medical and other Alex staff concerning the administrative and procedural workings of the ASIS

What you bring:

- . Medical Office Assistant Certificate
- . Minimum two years' experience with vulnerable populations
- . Minimum two years' experience in a medical office environment
- . Knowledge of medical terminology
- . Knowledge of the Health Information Act
- . Excellent computer skills
- . Ability to manage multiple conflicting priorities
- . Ability to pay attention to detail
- . Strong written and verbal communication skills
- . Ability to work with a marginalized population that struggles with homelessness and/or poverty
- . Ability to work independently and effectively with members of a multi- disciplinary team
- . Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action an asset

Why You Want to Work with Us:

The Alex is an innovative and diverse organization which seeks to invest in its employees and see them succeed in their chosen careers. If you are seeking a deeply rewarding, yet challenging career helping Calgary's vulnerable populations, this might be the place for you!

How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca