

## Medical Office Assistant Assisted Self Isolation Site Casual

### What we do and why we do it:

The pandemic response continues to evolve which requires a team that will have flexibility in their delivery of care. The Government of Alberta has identified that it is critical to have 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; homeless persons who have symptoms or have come into contact with a known case and don't have a home where they can properly isolate. The ASIS team will provide medical, mental health, addictions, and housing supports in a 24/7 operation of care.

The Medical Office Assistant (MOA) is a vital part of the medical team at the Assisted Self Isolation Site. MOA's are responsible for coordinating client services, managing health information via the electronic medical record (EMR) and HMIS, and facilitating communications between clients, clinicians, administration, and external care providers. The MOA is expected to rotate through various key roles and workstations throughout the Assisted Self Isolation Site. Each station, served on a rotating basis, fulfills a critical role within the daily operation of the medical clinic, and each MOA is expected to fulfil a critical role within their assigned team of healthcare professionals. This is a casual position, reporting to the ASIS Medical Team Lead.

### What you will do:

- Coordinate flow of clients between shelters, ER and ASIS
- Support clients via telephone and other communication methods on-site
- Coordinate client care through the EMR
- Maintain electronic medical records – update contact information and other pertinent information during each client encounter
- Share information gathered from clients with appropriate team members and stakeholders to assist in more comprehensive care of the client
- Schedule clients for tests and follow up appointments
- Maintain inventory, laundry and other materials, as required
- Provide administrative support for meal service and housekeeping coordination
- Participate in team and staff meetings, as requested
- As requested by a physician or other clinical staff, obtain reports, consultations, diagnostic imaging results, health records, etc. from various care providers and institutions
- Answer the telephone, screen and relay messages to clients and staff; provide data entry, photocopying, faxing and filing services
- Maintain and audit client data entry and reports
- Provide ongoing assistance to nursing, medical, social and other Alex staff concerning the administrative and procedural workings of 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
- Excellent computer skills
- Strong attention to detail
- Strong written and verbal communication skills
- Ability to manage multiple conflicting priorities
- Ability to work with a marginalized population that struggles with homelessness and/or poverty
- Ability to work effectively both independently and with members of a multi-disciplinary team
- Standard First Aid – Level C CPR & AED is required
- A satisfactory vulnerable sector criminal record clearance is required
- 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

**Working Environment:**

- ASIS is a 24/7 residential program; the majority of this role is on-site with the exception of occasional mandatory and/or voluntary training that may occur offsite
- This is a casual position; shifts can vary depending on coverage needs. Shifts are 8-12 hours in duration. Shifts can be daytime or evening, with some weekend availability required.
- Continuous extended periods of sitting, standing, and walking
- Frequent climbing and carrying objects up or down stairwells (up to 3 flights)
- Occasional physical action: requires the ability to climb and carry objects up flights of stairs throughout the shift, and to bend/crouch, reach above shoulder height, kneel, and carry objects (more than 20lbs) throughout the shift. This may include lifting and transferring clients who require assistance moving.

**How to apply:**

If you are as passionate as we are about making a difference in people's lives, please visit our career centre at: [Join Us - The Alex](#)

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