

Intro

Sanala Medical Clinic is seeking a compassionate and organized administrative professional to join our dynamic team. This position provides administrative and reception support to our three physicians, registered nurse, and social worker.

We are ideally seeking a part time employee working approximately 24-32 hours weekly, though we are open to flexibility for the right applicant

Sanala Medical Clinic provides care for people who are struggling with substance use issues, often with complex medical concerns. Many of the people who access care at our clinic face significant systemic barriers within the healthcare system. Our team is committed to providing low barrier, culturally safe, and trauma informed care.

The successful applicant will bring compassion, humility, professionalism and a genuine interest in supporting individuals who may have experienced significant hardship or barriers to accessing healthcare.

*Preference will be given to applicants that have experience and/or strong understanding working around people experiencing substance use issues, mental health issues, complex medical issues and other systemic barriers to accessing healthcare

Qualifications & Experience

- General understanding of cultural safety and experience (preferred) or interest in working with vulnerable populations
- Strong interpersonal and customer service skills, with the ability to prioritize competing tasks
- Strong organizational and time management skills, with the ability to interact with patients in a respectful, compassionate and non-judgmental manner
- Excellent attention to detail and a high degree of accuracy when working with patients and electronic medical records
- Ability to problem solve effectively and navigate challenging situations with professionalism, including strong de-escalation skills

- Ability to maintain strict confidentiality and handle sensitive information appropriately
- Ability to adapt quickly and work effectively in a fast paced and dynamic environment
- Strong ability to work collaboratively as part of a team
- Previous experience as an MOA and/or working within an EMR is an asset but not required
- Experience and/or strong understanding around working with people experiencing substance use issues, mental health issues, complex medical issues is preferred

Responsibilities

- Perform urine drug screening on samples provided by patients prior to appointments
- Perform reception duties including but not limited to greeting and checking in patients, communicating with pharmacies and other allied health professionals, schedule appointments, prepare client charts, and complete patient reminders
- Use of the electronic medical record (EMR), our clinic uses OscarPro
- Clerical duties including but not limited to: filing, scanning, faxing, answering and directing calls as appropriate, maintain accurate patient records within the EMR
- Restock medical room supplies and maintain the general organization and cleanliness of the clinic
- Support the clinical team with other administrative tasks as required

Wage: \$23-\$26/hr depending on experience/qualifications

Location: Campbell River, not remote

Contact: cliniclead@sanalamedicalclinic.com *applications via e-mail

Clinic Lead: Mandy