

North Bay Nurse Practitioner-Led Clinic

Position:

Medical Administrative Clerk – Full time (35 hours/week)

Reports to Clinic Director and Administrative Lead

Position Overview

The North Bay Nurse Practitioner-Led Clinic (NBNPLC) provides primary health care, including chronic disease management, health promotion and disease prevention, to people living in North Bay and surrounding area. The NBNPLC employs an inter-professional team of health care providers who work in a collaborative model of care.

The Medical Administrative Clerk position is critical to the effective functioning of the NBNPLC. This position requires excellent administrative support skills, an ability to work in a fast-paced, changing environment and strong interpersonal skills to work with patients and inter-professional health care providers.

Roles and Responsibilities

- Performs clerical duties for the NBNPLC
- Greets and registers patients in a professional friendly manner
- Answers and manages a multi-line telephone system
- Manages schedules and books patients using electronic medical records, specifically PS Suites
- Texts appointment information and manages multiple communication devices simultaneously
- Manages referral processes and tracks appropriately
- Opening and closing the clinic daily
- Manages the patient database
- Processes correspondence, drafts replies and processes other routine tasks
- Maintains confidentiality of all data and information
- Manages and schedules OTN appointments and meetings
- In charge of managing the patient surveys, and collecting responses
- Performs other duties as assigned in the interest of efficient operations of the NBNPLC
- Utilizes scheduling and Visio software to update processes
- Scans patient information into electronic files
- Participates actively in quality improvement initiatives

Organizational:

- Collects data as required for statistical/reporting purposes
- Provides timely and informative reports as requested
- Participates in team building, program development, and improvement activities
- Participates in staff meetings to exchange ideas, receive mutual support and monitor program outcomes as well as present case studies
- Complies with established personnel policies, procedures, standards and guidelines for the NBNPLC

Other:

- Participates in established performance evaluation process and professional development goals
- Attends relevant conferences, workshops and other in-service events as approved
- Participates in community and team meetings as required
- Ability to work flexible hours and provide some evening coverage as required

Qualifications and Requirements:

- Post-secondary education and or/relevant education in a medical office
- Medical office experience essential
- Proficiency in computer applications: Microsoft Office programs, Visio, OTN, email
- Experience in using electronic health records – PSS experience is a plus!
- Demonstrated research and analysis skills
- Conflict resolution skills
- Exceptional planning and organizational skills
- Excellent interpersonal and oral/written communication skills
- Demonstrated communication skills in a high-pressure environment
- Demonstrated leadership and initiative, preferably in a quality-based environment
- Strong problem-solving skills
- Ability to maintain confidentiality
- Capacity to adapt quickly to a fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- Proven participatory work style; ability to work independently and with a team (e.g., ability to work effectively with all members of the health care team)
- Ability to prioritize, manage time effectively and be flexible in a very active work environment.
- Bilingual – French and English
- Exercises good judgment

We offer a competitive salary, full benefits and a pension plan, along with flexible hours, free parking and a great team atmosphere!

Please email cover letter and resume by March 3, 2025

**To: Judy Latimer, Administrative Assistant
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