



## WE ARE HIRING Medical Office Assistant

Reports to	Health Director
Status	Full Time
Hours	8:30am – 4:30pm (1 hr unpaid lunch)
Wage	\$22-\$24/hour, plus a comprehensive health and wellness benefit pkg

### Key focus of Laichwiltach Family Life Society

Our vision is to empower and promote healing and education in our communities from an Aboriginal perspective, nurturing and encouraging cultural awareness and self-sufficiency. We envision and celebrate a thriving, proud, respectful and inclusive community.

### About this role

We are seeking a dedicated Medical Office Assistant (MOA) to join our Indigenous Community Health Care Centre. As the first point of contact for patients, caregivers, and families, the MOA plays a key role in providing culturally safe, client-centered support. Reporting to the Health Director, the MOA manages phone calls, schedules appointments, registers patients, maintains confidential health records, and provides clerical support to clinic staff. The MOA ensures smooth clinic operations, follows established policies and procedures, and identifies areas for improvement, bringing them to the Health Director's attention as needed.

### What you will do: Primary responsibilities

Working in a trusted care giving relationship with patients - and, if they choose their caregivers and family - your primary responsibilities in this trusted role include:

- 1. Registration and Patient Support:** Deliver administrative support by greeting patients, managing inquiries, scheduling appointments, and maintaining organized records. Facilitate referrals, assist with billing and documentation, and provide information about services and policies while ensuring confidentiality and professionalism.
- 2. Administration:** Manage administrative tasks by utilizing EMRs, Zoom, Microsoft Office, and other relevant systems. Ensure accurate charting, process billing and insurance claims, and maintain compliance with MSP billing regulations, fee codes, and funding dynamics. Safeguard the integrity and confidentiality of medical records in alignment with BC College of Physicians and Surgeons standards. Demonstrate ethical conduct and professionalism through compassionate and discreet communication.
- 3. Coordination:** Support clinic operations by assisting the Health Director with administration, supply management, and scheduling to ensure smooth day-to-day functions. Streamline processes to maintain a well-organized, calm, and coordinated environment. Collaborate with healthcare providers, including physicians, nurses, and allied health professionals, to enhance patient care coordination. Participate in team meetings to review service trends, gather patient feedback, and drive continuous improvement initiatives.

### What you bring to the role

#### Cultural Competency

Culturally safe and appropriate care is central to our work, and we seek team members committed to ongoing learning and unlearning to bring humility, kindness, and safety to every health care experience. We value First Nations and Aboriginal cultural identities, honor traditional healing practices alongside Western medicine, and recognize the strengths and challenges of the communities



we serve. Team members are expected to promote cultural safety by respecting Indigenous ways of knowing and being, fostering a supportive environment, and communicating respectfully with patients, families, and staff.

### **Qualifications, Education, Training and Experience**

Candidates must have completed a Medical Office Assistant (MOA) certificate from an accredited institution and possess at least two years of recent experience in a similar role. Proficiency with electronic medical records (EMRs), Microsoft Office, Zoom, and other relevant systems is required. Knowledge of BC healthcare regulations, MSP billing procedures, and fee codes is essential. Applicants must reside within 60 km of Campbell River, hold a valid driver's license, and be legally entitled to work in Canada. A criminal record check will be required prior to employment.

### **Skills And Abilities**

- Completion of a MOA certificate from an accredited educational institution
- minimum of two years of recent experience working as an MOA.
- Familiarity with electronic medical record (EMR) systems and proficiency in office software.
- Knowledge of BC healthcare regulations, MSP billing procedures and fee codes.
- Candidates must live within a 60 km radius of Campbell River
- Must have a valid drivers license and must be legally entitled to work in Canada. A criminal record check is required prior to an offer of employment being made to the successful applicant.

### **How to apply**

If this sounds like the opportunity for you, please email your cover letter and resume, noting 'Medical Office Assistant' in the subject line, to [careers@lchccare.ca](mailto:careers@lchccare.ca) you are interested to learn more about the Community Health Centre, please visit: [www.lfls.ca/employment](http://www.lfls.ca/employment)