



Southwest Ontario  
Aboriginal Health  
Access Centre

## FT Contract Intake Medical Administrative Assistant

<b>Status:</b>	Full-time, 12-month contract
<b>Location:</b>	London, ON (on-site)
<b>Hours:</b>	35 hours/week
<b>Salary:</b>	\$39,050 to \$46,200 per year
<b>Paid Time Off:</b>	Vacation, health & personal days, spiritual/cultural days, professional development, and birthday
<b>Pension:</b>	HOOPP (defined benefit pension plan) – optional for contract
<b>Posting Date:</b>	October 4, 2024
<b>Deadline:</b>	October 18, 2024

**Southwest Ontario Aboriginal Health Access Centre (SOAHAC)** is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. SOAHAC provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the Southwest, Waterloo Wellington and Erie St Clair regions. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. It is SOAHAC's objective to build health care capacity within Indigenous communities.

*Are you a knowledgeable and driven individual who is passionate about making a tangible difference?*

We are looking for an **Intake Medical Administrative Assistant** to join the team at our **London** site. Report to the **Manager, Quality & Compliance**, the **Intake Medical Administrative Assistant** will support each SOAHAC site with the intake process of Primary Care, Mental Health, and Traditional Healing. The successful applicant will connect with potential clients, distribute and collect intake packages, maintain and evaluation wait lists, set up initial meetings with health care providers, and assist in finding alternative care should intakes close.

### Why work with us?

- **Make an Impact:** Your work will amplify SOAHAC's mission, ensuring that Indigenous communities have access to vital, wholistic health services.
- **Innovative and Collaborative Environment:** Work in a multidisciplinary setting that values the exchange of ideas, innovation, and collective learning.
- **Professional Growth:** Benefit from meaningful professional development opportunities in a culturally rich environment that supports your career aspirations.
- **Supportive Benefits Package:** Enjoy competitive pay, a supportive benefits package, and meaningful time off to ensure your personal well-being.

### What we're looking for:



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- **Experience:** Diploma in Medical Administration or equivalent, with 3-5 years of knowledge and experience working in an Indigenous multi-service health and wellness environment or similar an asset.
- **Indigenous Cultural Knowledge and Understanding:** Knowledge of culture and local Indigenous communities in Southwestern Ontario an asset. Must be supportive of both Indigenous and western models of wellness and health care.
- **Cultural Sensitivity & Awareness:** A genuine respect for Indigenous cultures and practices, with an openness to learning and engaging with Indigenous communities. Experience with Indigenous communities is an asset.
- **Clinical Knowledge:** Must possess a thorough knowledge of medical terminology, anatomy and physiology. Prior experience utilizing medical scheduling software, preferably with an EMR (PSS required). Knowledge of various Indigenous and mainstream community agencies, service providers and resources.
- **Organization and Time Management:** Exceptional attention to detail and accuracy and ability to manage confidential and sensitive information.
- **Teamwork and Collaboration:** You are a team player who can establish and maintain effective working relationships with others and across teams.
- **Communication:** Excellent interpersonal and communication skills with the ability to interact positively with community members, management, and staff.
- **Additional Requirements:** You have a valid driver's license and access to a vehicle, as travel within the region may be needed. You'll also need a clean police check and up-to-date immunizations and records.

**What you'll do:**

- **Program Intake:** Reach out to potential clients who want to join SOAHAC and provide intake packages. Create files in the EMR in preparation for intake and set up appropriate appointments with Health Care Providers for initial intakes. Manage and maintain wait list at all sites, guiding clients through the process and connecting with clients every 3 months to provide status updates. Ensure a fair and equitable intake process, adhering to the intake policy.
- **Clinic Functions:** Assist with MAA duties, updating demographics and supporting data projects. Manage site client transfer by navigating clients through the process of changing sites and providers.

**What we offer:**

- **Cultural and Personal Development:** SOAHAC offers a culturally supportive environment where personal and professional growth is encouraged. You'll have the chance to make a lasting impact on Indigenous communities while building your career.
- **Supportive Work Culture:** Join a team that values collaboration, respect, and shared success. You'll be supported every step of the way as you work to amplify SOAHAC's message.



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- **Inclusive Employment Practices:** SOAHAC values diversity and is an equal opportunity employer. We are committed to providing accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

If you are ready to make a real difference in the lives of Indigenous communities, amplify a message that matters, and be part of a team driving lasting change, we want to hear from you. **Apply now and take the next step in your career with SOAHAC.**

***This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.***

*SOAHAC is committed to fostering an inclusive and equitable workplace where all voices are heard. We strongly encourage applications from Indigenous candidates, and we are proud to support diversity in all its forms. We provide employment and hiring accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or participate in an assessment process, please advise Human Resources.*

**If you are interested in joining our team, send your resume and cover letter to:**

Email: [careers@soahac.on.ca](mailto:careers@soahac.on.ca)  
Subject line: **FT Contract Intake Medical Administrative Assistant, London**  
Or mail to: **Human Resources**  
**Southwest Ontario Aboriginal Health Access Centre**  
**493 Dundas Street,**  
**London, ON N6B 1W4**

*Please visit **Southwest Ontario Aboriginal Health Access Centre** online at: [www.soahac.on.ca](http://www.soahac.on.ca) or like us on [www.facebook.com/soahac](https://www.facebook.com/soahac) to learn more about us!*

*We thank all those for applying but only those selected for an interview will be contacted.*