

We're Hiring!



MEDICAL OFFICE ASSISTANT

Posting Requisition	22236	Program	<i>Home Based Addictions Support and Detox</i>
Job Type	<i>Temporary, Full-time until March 31, 2025</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open until filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

Home Based Addictions Support and Detox program aims to reduce the burden of severe substance abuse, in particular a reduction in mortality due to overdose events in patient's own homes, increase engagement and retention in treatment and connection with community resources to facilitate ongoing remission. This program supports clients and their family to manage their symptoms of withdrawal in the comfort and support of their own home environment in a safe manner in consultation with family physicians and other clinical support. This goal of the program is to ensure greater accessibility and awareness through culturally competent and language specific service delivery for the individual and their family.

The Administrative Intake Worker will play a vital role in supporting the home-based addictions support and detox program. This position is responsible for managing the intake process for clients seeking treatment for alcohol addiction. This includes interacting directly with clients and conducting initial assessments, registering new clients and booking appointments and referrals and coordinating with other members of the treatment team to ensure that clients receive the appropriate care. This position deals with matters of confidential nature for the Manager, nurses, physicians, and other members of the multi-disciplinary team.

ACCOUNTABILITIES

- Conducting intake interviews and assessments to determine clients' eligibility for the program.
- Determine client's needs and discuss recommended services and support for the client and their family.
- Works closely with the physician and the nurse to send referrals after the intake process.
- Sets up and maintains the patient and administrative filing system, according to policies and procedures designed to protect confidentiality, for a variety of records such as correspondence, reports, minutes, and directories by performing duties such as creating and labeling files, developing forms, indexing materials and filing.
- Monitors levels of medical and pharmaceutical equipment and supplies and orders as necessary. Maintains levels of stationery, office supplies and resources according to pre-determined levels by methods such as photocopying, completing requisitions for signature and forwarding approved requisition to appropriate personnel.
- Explaining the program to potential clients and answering any questions they may have.
- Booking appointments and managing schedules for clients and program staff.
- Liaise with nurses and outreach workers with administrative tasks and to provide necessary support and assistance.
- Complete client documentation and data requirements, including compiling monthly and annual reports.

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- Processes incoming and outgoing mail, faxes, reports/records, and internal and courier documents by performing duties such as receiving, recording, date stamping, sorting and distributing mail to appropriate personnel and preparing outgoing mail for pickup as required. Signs for receipt of packages and shipments.
- Liaises with staff of health care and social service organizations, as well as general practitioners' offices to provide program-related information. Represents the assigned program by attending various meetings as required.
- Performs other administrative and clerical tasks as needed.

QUALIFICATIONS

Education, Training, and Experience:

- Grade 12, completion of a Medical Office Assistant diploma plus one year of recent related office/clerical experience, or an equivalent combination of education training and experience.
- Fluency in Punjabi is a requirement.
- Advanced computer skills using Microsoft Word, Excel, Access, PowerPoint, Publisher and Outlook.
- Experience working in a substance abuse facility, in the treatment of addiction or mental health preferred.

Skills and Abilities:

- Excellent oral communication, computer skills, time-management and interpersonal skills.
- Knowledge of medical terminology.
- Ability to establish and maintain rapport with patients.
- Fluency in English and Punjabi.
- Demonstrated ability to exercise sound judgment.
- Demonstrated effective interpersonal skills.
- Demonstrated experience providing empathetic and compassionate care for individuals in need.
- Basic bookkeeping skills, experience with ordering, invoices and tracking.
- Organized and comfortable working in a multi-tasked environment.
- Good organizational skills with ability to pay attention to details.
- Flexible and committed to contributing to a team.
- Takes initiative and direction easily.
- Strong ethics around confidentiality and committed to contribute to a team.
- Ability to identify sensitive issues and maintain confidentiality.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Must complete a six (6) month probationary period before staff are permanent employees, unless otherwise specified by contract conditions.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.
- Applicants with lived experience are strongly encouraged to apply.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

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PLEASE APPLY TO: Ravneet Gill, HR Advisor, People and Culture
Options Community Services Society
Email: recruitment@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22236] and outlining your qualifications and related experience for the position.