

POSITION TITLE: FHT Assistant
JOB REPORTS TO: Program Manager
LOCATION: Carleton Place
DATE CREATED: May 2023
APPROVED BY: Director of Operations

JOB SUMMARY:

The FHT Assistant is responsible for assisting the Interdisciplinary Health Providers (IHPs) and the Program Manager with coordination, communication, and documentation of OVFHT programs and services. The FHT assistant works collaboratively with the IHPs and physicians to ensure referrals to OVFHT programs and services are complete and that referred patients are contacted and scheduled in a timely manner. The FHT assistant also works on special projects as assigned to support internal OVFHT programs and community initiatives.

RESPONSIBILITIES:

- Assist with the creation and management of referrals to OVFHT programs and services.
- Collaborate with IHPs, physicians and support staff on referral processes and communication specific to OVFHT programs and services.
- Contact patients to gather additional information and/or schedule patient appointments for IHP programs and services, including first appointments and follow-ups.
- Support IHP team and Program Manager with special projects, including program development, implementation, and evaluation.
- Coordinate OVFHT program and IHP meetings, prepare meeting agendas, record, and distribute meeting minutes and follow-up on action items as required.
- Collection of data as required for statistical/reporting purposes.
- Observe, collect, and record patient data in an Electronic Medical Record.
- Maintains confidentiality of team, personnel, and patient information.
- Other tasks as assigned by Program Manager and/or Director of Operations.

SKILLS:

- Excellent organization, time management, communication, and interpersonal skills.
- Knowledge of office management techniques and practices.
- Proficiency in the use of Electronic Medical Records.
- Proficiency in the use of office productivity and email software (e.g., Microsoft Office Suite)
- Ability to establish priorities and coordinate work activities.
- Ability to take initiative.
- Ability to identify problems and recommend solutions.

PHYSICAL AND MENTAL DEMANDS:

- The position requires minimal physical effort, and the workday comprises roughly of equal amounts of standing and sitting.
- The FHT Assistant will have competing priorities and must be able to prioritize and balance many tasks and responsibilities.

QUALIFICATIONS/EXPERIENCE:

- Direct experience providing administrative assistance and customer/patient service in a Primary Care setting.
- Experience working in TELUS PS Suite Electronic Medical Record (preferred)
- Experience assisting management, including meeting coordination, organizing travel, and preparing written reports.

PERFORMANCE EVALUATION AND COMPETENCY FEEDBACK:

Competency performance levels will be defined on an annual basis during a formal employee performance evaluation process. The Program Manager will develop these annual reviews. Evaluations of performance will be justified both quantitatively and qualitatively through examples of regularly occurring behaviors. Informal and semiformal feedback will be continually provided throughout the year between the direct supervisor and incumbent.

Please submit your letter of interest and resume by Friday June 2, 2023 by email to Lindsay Nicholas, Program Manager at lnicholas@ovfht.ca if you are interested.