

SERPENT RIVER FIRST NATION

195 Village Road
Cutler ON, P0P 1B0



Telephone: (705) 844-2418
Facsimile: (705) 844-2757

EMPLOYMENT OPPORTUNITY

Client Care Coordinator

Permanent

Position Summary:

The purpose of the position is to provide clerical and clinical support to the primary health care team within the Kenabutch Health Centre and to coordinate client focused care to community members seeking and accessing health care services. The Client Care Coordinator is the first contact with clients and will play a critical role in the efficiency and flow of the clinic. The scope of this position is to work collaboratively as part of a diverse health care team and focus on coordinated and quality care for clients.

Position Duties

- Book appointments using Electronic Medical Record for Nurse Practitioner, Physician, Registered Dietitian, Diabetes Nurse Educator, Traditional Practitioner, Psychologist, foot care or other practitioner as required.
- Review client chart prior to or during booking to determine if client is due for updated screenings or shots i.e. immunization, tetanus, If so, advise client and ask if they would like shot or to be screened during scheduled visit if feasible. Add a screening alert in the EMR for follow up by practitioner or RPN.
- Build and manage the provider schedules, ensuring open access is available at each site.
- Book follow up appointments
- Ensure the exam room is prepared
- Ensure all information in the EMR is accurate and up to date.
- Complete internal referrals using the EMR and follow up to ensure referral has been received and made.
- Complete appointment reminders through calls, text messages, email
- Ensure all mandatory fields and information in the EMR is accurate and up to date according to data entry standards
- Ensure diagnostic codes are inputted as assigned by practitioners.
- Scan reports into EMR
- Provide training and technical support to users of the EMR.
- Process incoming lab results, as per policy and distribute all lab results to a PHCP (a community practitioner/RPN in absence of a NSTC practitioner) to ensure results are always reviewed upon receipt of same. Ensure appropriate and immediate follow up for “remarkable” results to the ordering practitioner.

- Advocate on behalf of clients and act as the liaison between client and family, other team members, departments and external services.
- Perform clerical duties for the practitioners.
- Assist with coordinating and participating in clinical team meetings at the health centre, including aiding the Community Health Nurse in the processing of minutes, distribution of meeting agendas and materials and follow up tasks as requested.
- Assist in the development, production and distribution of internal communications and public relations materials.
- Participate in quality improvement meetings, clinical team meetings, staff meetings and other meetings as required. Record meetings for the purpose of carrying out the assigned tasks and ensuring follow up activities are carried out by team.
- Other duties as assigned by the Director of Health and Wellness

Qualifications

- A college diploma in the field of Medical Administration or 2 years office administrative related work experience;
- Certification and experience in medical terminology or other health related certification would be an asset;
- Must possess excellent oral, written communication and interpersonal skills;
- Excellent organizational skills and ability to promote team work;
- Must be self-directed, resourceful and possess critical thinking skills
- Strong knowledge and proficient in the use of computers and various software applications, such as Word, Excel, Publisher, Outlook;
- Experience in the use of electronic health records would be a definite asset
- Excellent oral and written communication skills;
- Must provide proof of COVID vaccination (two doses)
- Valid Ontario Class 'G' Driver's License with a clear driver's abstract.
- Knowledge of Ojibway culture
- Knowledge of the 7 grandfather teachings

Interested applicants **MUST** submit a cover letter, resume, and three references (preferably 3 recent employment references from a direct supervisor/manager)

Attn: Human Resources
 195 Village Road, Cutler Ontario, P0P 1B0
 Fax: 705-844-2757
 Email: hr.jobs@serpentrivern.com
 By: OPEN UNTIL FILLED

Late or incomplete applications will not be considered. We appreciate your interest, however, only those selected for an interview will be contacted.

Preference will be given to Indigenous applicants.

**Detailed Job Description is available upon request*