



Job Title: Program Assistant
Program: Nurse Practitioner Led Clinic (NPLC)
Reports to: Nurse Practitioner & Clinic Lead and Administration Manager

Responsibilities

- Welcomes and directs all clients and visitors to the clinic
- Registers clients, confirms current contact information and updates allergies and involvement with other CMHA Durham programs in the Cumulative Patient Profile
- Provides administrative support services and reception duties for the clinic
- Answers general phone inquiries in a professional and courteous manner
- Schedules appointments for Nurse Practitioners, Clozapine monitoring, injection services, labs, outreach and Allied Health Care Providers
- Oversees scheduling to ensure appropriate use of clinic space each day
- Maintains NPLC's waitlist in accordance with NPLC triage policy
- Checks and responds to clinic messages twice daily (may involve scheduling appointments, receiving and distributes incoming information i.e. incoming fax, mail etc.)
- Calls clients to remind them of upcoming appointments when necessary
- Schedules external diagnostic tests (prenatal screening, ultrasound, specialist appointments)
- Communicates with other agencies to obtain medical documentation as needed
- Reconciles all correspondence from collaborating physicians
- Responsible for file management
- Enters client information in database and updates information as necessary
- Initiates new client charts and updates the chart audit document
- Maintains vaccine refrigeration monitoring
- Ensures all outgoing medical documentation requests and tests are processed by the clinic and continue to follow up including receipt of consultation reports
- Orders office supplies
- Generates, distributes and finalizes all meeting minutes
- Completes scanning and attaching of documents each day including faxes and photocopies as required
- Other duties as assigned by management

Requirements

- Medical Office Administration Degree/Diploma and a minimum of two years related experience or equivalent combination of education and experience
- Ontario Medical Secretaries Association membership would be an asset
- General knowledge of the mental health environment in Ontario
- Excellent communication (written and verbal), organizational and interpersonal skills (written and verbal)
- Ability to effectively attain, or exceed, organizational goals and objectives and proactively drive quality improvement
- Knowledge of MS Office (Word, Excel, Access, PowerPoint and Outlook) and medical database software



**Canadian Mental
Health Association**
Durham

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for applications is **July 9, 2018**

CMHA Durham is an equal opportunity employer. All qualified candidates are encouraged to apply; however only those selected for an interview will be contacted. Accommodations are available upon request.