



Penticton Indian Band

841 Westhills Drive,
Penticton, British Columbia V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

Employment Opportunity

The Penticton Indian Band (PIB) is currently seeking an ambitious and qualified individual to fill the following position:

Position Title:	Community Health Clerk	Classification:	2	\$18 – 23 per hour (Based on education & experience)
Department:	Health	Type:	Task performer	
Status:	Full-time, Term	Hours of work:	Up to 35 hours per week	
Responsible To:	Health Manager			
Location:	Snxastwilxtn Centre 198 Outma Sqilx'w Place, Penticton BC V2A 0E3			
Deadline:	September 13, 2022			

Job Summary:

Supervised jointly by the Health Manager and the MOA (Medical Office Assistant) for the band, the CHC (Community Health Clerk) will provide coordination and support to the various health programs of the Penticton Indian Band, as directed by the individual program leaders. The position requires current knowledge in all aspects of administrative work. The Penticton Indian Band Health Department will promote and raise awareness of healthy lifestyles and services available to the community; these will reflect the physical, cultural, psychological, social, and environmental needs of the Penticton Indian Band.

Core Competencies:

- Exceptional Public Relations
- Maintain confidentiality, privacy, and security
- Exceptional abilities with Microsoft office programs
- Efficient in office administration, organization, and task oriented
- Knowledge of Health Information Privacy Regulations
- Excellent in Electronic Medical Records (EMR), including provincial health data systems
- Trauma-informed practice and guidelines
- Demonstrated ability to assist patients, family members or other clients with concern and empathy, respecting their confidentiality and privacy and communicating in a courteous and respectful manner.

Duties/Responsibilities:

Job Responsibilities and work performed:

- Support Health department in the various programs to keep the department working at its best capacity.
- Answer phones: refer clients to proper resource person, take messages.
- Administrative support for programs done by health department -scheduling, communication, and acquiring equipment as directed.
- Promotion, data collection and input for clinics, events, and activities.
- Correspondence and communication with funding agencies as directed (mail, fax, etc.).
- Phone and schedule appointments with clients for clinics and programs as directed by program leaders.
- Deliver the patient travel program, budget, scheduling, travel.
- Participate in activities related to health promotion, as listed in the health department work plan.
- Coordinate with other programs in resource center for integrated service delivery to assist with education and programming for the community using a holistic approach to promoting personal wellness.
- Perform receptionist and public relations duties to establish and maintain good relations with clients, community, and staff.
- Advise clients of intake and appointment procedures as well as booking appointments.
- Assist clients in filling out applications and forms for service expediency.

- Setting up files for clients receiving service as directed.
- Opening, dating, and distributing incoming mail and faxes.
- Photocopying/faxing documents as needed for staff.
- Monitoring office stationery and supplies and ordering when necessary.
- Participate in team meetings and take minutes as required.
- Coordinate and book the rooms in the center.
- Maintain the front counter and common areas in a neat and orderly manner.
- Keeping all information confidential with exception to illegal or unsafe activities.
- Do patient travel procedures.
- Remind staff for time sheets and submit to payroll.
- Other duties as required.

Accountability

- Reports to the Health Manager
- Maintains and follows all clinic and training guidelines
- Maintains daily Electronic Medical Records (EMR) logs
- Maintains current and up to date client information and documentation

Relationships

Internally

- PIB Health Department Staff
- Visiting Physicians, Nurse Practitioners, Public Health and other Primary Care providers, Visiting Mental health Clinicians/Physiatrists/Psychologists.
- Gives updates monthly to the Electronic Medical Records (EMR) Team

Externally

- First Nations Health Authority (FNHA) Electronic Community Based reporting
- Referrals to in Community Mental Health Clinicians/Physiatrists/Psychologists

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Grade 12
- Medical Office Assistant certificate from an accredited Community College or work experience

Other Certification, Licenses, Designations and/or Training

- First Nations Health Benefits and Medical Transportation Certification or training
- Medical Office Assistant course from an accredited College/University
- Certificate in dictation and/or transcribing or both
- Office Administration and/or Clerical training
- Transportation of Dangerous Goods Certification
- Successfully completed Criminal Records Check including Vulnerable Sectors.

Specific Job Skills and Levels

- Good communication skills written and verbal
- Knowledge of medical terminology
- Knowledge and experience with Electronic Medical Records (EMR) management
- Knowledge of Health Information Privacy and Security Regulations
- Ability to follow detailed instruction
- Ability to work independently
- Ability to thrive in a dynamic, evolving environment
- Good computer skills are required, 45+wpm minimum typing skills
- Knowledge of and use of Microsoft Office programs (Excel, Word, Publisher, PP)

Minimum Level of Experience

- Minimum of 2-3 years in recent related experience in a health care setting or an equivalent combination of 1-year medical office assistant first nation community based and/or 1 year receptionist first nation community based

Personality Traits (Required to be successful in position)

- Dependable, Reliable and Approachable

- Energetic, self-motivator
- Strong concept of empathy, non-judgmental
- Works well with time pressures
- Multi-tasking, and attention to detail
- High degree of professionalism

Assets:

- Electronic Medical Record including provincial health data systems
- Experience in primary care will be considered
- Demonstrate experience and knowledge working with Okanagan and other First Nations health and wellness issues.
- Experience with team building
- Understanding of Okanagan and/or First Nations cultural norms and protocols

Working Conditions:

- All work will be out of the Snxastwilxtn Centre, that is a high-energy multi-disciplinary team that houses both the IT, and Health Department of the Penticton Indian Band
- Supportive Team environment.
- Physical activity involved may include picking up heavy objects, kneeling, bending, or lifting and may be on your feet for long periods of time.
- May deal with difficult clients; this can be stressful and frustrating at times.
- Flexible work hours/willingness to work on evenings and weekends.
- Working environment and safety protocols of the highest caliber, working with face masks worn when necessary.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

Deadline:

September 13, 2022

Send your Resume to Senior Manager, Human Resources

Rory Gabriel at jobs@pib.ca