



... is a neighbourhood based organization that operates a Community Health Centre in Cambridge, Ontario.

**Administrative Team Lead – Clinical Services
(40 hours/week, Permanent)**

Qualifications:

- Minimum grade 12 education, post-secondary education in business or medical office administration an asset
- One to three years of related administrative experience, preferably in the healthcare or non-profit sector
- Experience and understanding of community development principles
- Proficiency in the use of computers and software applications including Electronic Medical Records
- Excellent written and verbal communications
- Well-developed time management skills
- Excellent organizational, interpersonal problem-solving skills
- Experience with data collection, statistical analysis and program evaluation
- Ability to multitask, set priorities and organize own work, meetings, etc.
- Timely and accurate work, attention to detail

Position Duties:

- Schedule meetings/appointments, (community partners, staff, agency representatives) book rooms, co-ordinate refreshments, distribute information and other related duties.
- Supervise and delegate appropriate responsibilities to staff as needed.
- Assist medical administrative staff with problem solving and ensuring patient care needs are being met. Assess situations and advise your supervisor as needed.
- Coordinate and complete the collection and processing of clinical program statistics. To complete monthly and quarterly statistical reports. To complete data reports for funders and/or partners as required. .
- Maintain the appointment scheduling template and create scheduling templates for new staff members.
- Ensure the front desk staff schedule is up to date and provides adequate coverage at all time. Ensure that vacation requests, sick calls, personal leaves, conflicts and appointments do not interfere with coverage.
- Manage the clinical staff schedule assigning coverage, managing vacation, professional development and time off. Assign inbox coverage when providers are absent
- To perform Third party billing and maintain a system to track third party and clinical recovery billings.
- Ensure front desk staff are managing day to day tasks in a timely manner, i.e. scanning audits; follow up calls, no show notifications.
- Provide orientation of all new medical administrative staff on best practices and organizational practices. (assign a mentor/ be a mentor as needed)
- Ensure administrative audits are up to date and meeting CCA Guidelines
- Conduct regular front desk monthly meetings. Provide an advance copy of the agenda to the supervisor and assess the need for their attendance
- Assess new patient requests to join the practice. Ensure the requests meet eligibility requirements or assess in discussion with the supervisor the need to exercise discretion
- Be the first step in the patient complaint process. Listen to the patient concern, speak to the staff member involved, complete the incident report as required and discuss with supervisor.
- Meet with staff on a monthly basis to 'check in' and assess workload and workplace issues.
- Provide feedback for performance reviews

Candidates for this position will have: excellent problem solving skills; excellent organizational communication, interpersonal and time management skills; proficient in the use of computers and software applications.

Please submit your resume by May 18, 2022
Langs, 1145 Concession Road, Cambridge, Ontario, N3H 4L5
Email: hr@langs.org or fax (519) 653-1285

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