



## THE CORPORATION OF THE TOWNSHIP OF NORWICH

### Employment Opportunity

### Medical Assistant – Casual/On-Call

### at the Norwich Medical Centre

The Township of Norwich, with a population of 11,367 within the County of Oxford, is seeking applicants for a roster of casual/on-call Medical Assistants at the Norwich Medical Centre located in Norwich, Ontario. Hours and days of work will vary based on coverage demand during peak times and for vacation or sick time. The pay range for this position is \$26.11 to \$30.55 per hour.

Duties include (but are not limited to) exam room preparation (select, setup and maintain medical supplies and equipment), patient preparation (measure and record vital signs, record chief complaint in electronic medical record), scheduling patients for diagnostic tests and specialist appointments, provide basic medical advice as directed by the physician, medical procedures and tasks as trained and delegated by the physician.

#### QUALIFICATIONS:

- Completion of Health Care Office Assistant or similar program. Practical nursing and/or experience in family physician office are considered assets
- Valid CPR / AED/ First Aid certification
- Flexibility with scheduling, both in advance or on short notice
- Excellent oral and written communication skills
- Ability to multi-task in fast-paced, sometimes stressful environment
- Detail oriented with excellent critical thinking and problem solving skills
- Confident, personable, and professional
- Experience with electronic medical records, especially PS Suite considered an asset
- Patient confidentiality is of utmost importance

Regular office hours are Monday through Friday, but the nature of the business requires occasional later evening and/or weekend hours. Please view a detailed job description which is available on our website at [www.norwich.ca](http://www.norwich.ca) or upon request.

Applicants must indicate how they meet the minimum qualifications in their resume. Please submit your cover letter and resume in confidence **by 4:00 p.m. Thursday, September 26<sup>th</sup>, 2024**, to:

Mary Winegarden, Human Resources Coordinator  
Township of Norwich, 285767 Airport Road, Norwich, ON N0J 1P0  
Phone # 519/667-2000 Ext. 7616, E-Mail: [mwinegarden@norwich.ca](mailto:mwinegarden@norwich.ca)

We thank all applicants for their interest, however, only those being considered for an interview will be contacted. Personal information collected will be used solely for applicant selection in accordance with the Municipal Freedom of Information and Protection of Privacy Act. The Township of Norwich is an equal opportunity employer. Accommodation will be provided in accordance with the Accessibility of Ontarians with Disabilities (AODA) upon advance notice of specific accommodation required.

## **Norwich Medical Centre - Medical Assistant**

The Medical Assistant supports the delivery of primary care services in the family practice clinic setting, performing work as required and functioning as an effective member of the interdisciplinary team. This position acts as the initial medical contact between patients and physicians.

**Reports To:** Manager of Medical Services, works under supervision of the physician for medical tasks

**Education:** Minimum Health Care Office Assistant program

### **Key Position Duties and Responsibilities:**

- Coordinate patient care through the clinic – waiting room, exam room, treatment room, laboratory
- Manage and maintain patient electronic records with appropriate information at each visit
- Measure and record vital signs (eg. blood pressure, heart rate, oxygen saturation, height and weight, waist circumference, etc.) and record chief complaint in electronic medical record
- Share information gathered from patients with appropriate team members to assist in more comprehensive care of the patient
- Schedule patients for tests, specialist, or follow up appointments
- Provide basic medical advice and education to patients as directed by the physician
- Clean and sterilize materials and instruments following universal precautions
- Prepare examination rooms; select, setup and maintain medical supplies and equipment for all examinations and procedures
- Medical tasks and procedures as trained and delegated by the physician
- Field and place telephone calls as required by health care team
- Be proactive in determining patient's preventative health care needs
- Follow established policies and procedures of the facility, and suggest modifications as appropriate
- Participate in team and staff meetings as requested
- Participate in staff development programs and promote team cohesiveness
- Complete all necessary training in a timely manner as required by the employer
- Ensure proper use of personal protective equipment (PPE)
- Performs other duties as required by the employer

### **Core competencies:**

- Ability to maintain patient privacy and confidentiality
- Ability to collaborate with other multi-disciplinary team members
- Proficiency in the use of computers and office equipment
- Ability to efficiently manage time and prioritize multiple tasks
- Ability to work with minimal supervision
- Strong interpersonal and communication skills
- Ability to evaluate one's own learning needs and seek out educational opportunities
- Treats staff, physicians, visitors and patients with dignity and respect