

Job description: Administrative Assistant - Primary Care Network

The Central Okanagan PCN is seeking an organized, supportive and detail-oriented team member for an opportunity to be part of an exciting initiative in healthcare within our growing organization.

In accordance with the Central Okanagan Division of Family Practice (“CODFP”) and under the direction of the Executive Director, the Administrative Assistant, Primary Care Network (“PCN”) is responsible for providing support to the PCN team within the Central Okanagan Division, working with family physicians and primary care clinics to improve primary care. This position requires some flexibility in working hours.

The Administrative Support position works closely within a small team and provides a variety of administrative tasks and provides day-to-day administrative support to the PCN Senior Managers, Managers, and Change Managers for the Central Okanagan PCN.

Experience in the health sector is not required for this position.

Responsibilities and Duties

Meeting Administration

- Organizes meetings by completing meeting logistics, administration and minute taking and arranging invitations, registration, presentations, materials, and catering.
- Prepares, collates and distributes all meeting Materials.
- Drafts reports for submission to the Ministry of Health.
- Effectively engages and builds relationships with clinics, team members, and other partners.

Office Administration

- Composes correspondence, reports, briefing notes, and other documents as requested.
- Prepares billings for submission to the bookkeeper.
- Receives, responds to and distributes correspondence as required.
- Schedules appointments, meetings and teleconferences.
- Assists with new employee orientation and training as required.
- Provides support for Divisions initiatives upon request.

Health Connect Liaison

Health Connect is a centralized database of patients seeking medical homes. The Health Connect Liaison will be the conduit between the list of patients seeking a medical home in the Central Okanagan with clinics in the area.

- Forms relationships and connects with individual primary care clinics throughout the Central Okanagan.
- Communicates with the Provincial Health Connect team.
- Works with the Health Connect database.

Support to the PCN and Division Team

- Supports the PCN Manager and other members of the PCN team on an as-needed basis.
- Assists with other duties and tasks as required.

Personal Leadership, Advocacy and Organizational Support

- Builds strong working (internal) and partnering (external) relationships.
- Can self-initiate work in a collaborative environment.



Central Okanagan Division of Family Practice

A GPSC initiative

- Makes recommendations for new processes and improvements.
- Contributes to a high performance and positive work environment.
- Promotes and represents the organization in the community - supports and attends events.

Skills and Qualifications

- Three to five years of experience in administration or outreach or combination of education and experience.
- Experience within a health care setting is considered an asset.

Specific skills required are:

- Ability to work independently and as a member of a small and cohesive team.
- Strong relationship-building skills with the ability to create rapport and communicate with a variety of individuals.
- Comfort and confidence in communicating (both spoken and written) with a broad range of individuals, including physicians and other professionals.
- Ability to self-manage, to perform multiple tasks, balance priorities and meet deadlines.
- Ability to thrive in a dynamic work environment.
- Excellent communication, organizational, and decision-making skills, with a strong attention to detail.
- Proficiency in English essential, other languages welcomed.
- Ability to maintain and ensure a high level of confidentiality and abide by the Divisions Privacy Policy.
- Strong grammatical, spelling and minute taking skills.
- A high level of computer literacy, including intermediate level experience with Word, Outlook, PowerPoint, Excel, and Safari/Chrome.
- Ability to work collaboratively with a variety of staff, volunteers, professionals and members of the community.
- A curiosity and a passion for learning.
- Have access to a vehicle.
- Ability to Work remotely: Temporarily due to COVID-19.