



**Nine Circles Community Health Centre**  
Is currently hiring for:

**Primary Care Assistant**  
**Full Time, Permanent**

**Internal/External Posting**

**Full Time: 77.5 hours bi-weekly**  
**Monday to Friday**  
**\$21.184 to \$24.061**

## **Job Summary**

Reporting to the Operations Manager, the PCA role has two main functions:

- play a key role in supporting the client's Nine Circles experience.
- executes a variety of administrative and clinical tasks that support operations.

The PCA is the client's first point of contact for system navigation within the agency.

The role focuses on developing and maintaining strong relationships with clients through building trust, offering responsive care and concern with each interaction. Empathy, compassion and quality care are at the core of the mission, values and guiding principles of community health centers.

The role requires an understanding of the principles of advanced access in marginalized populations and is skilled in system navigation to advocate on behalf of the client as needed.

All administrative and operational tasks related to clients and primary care operations will flow through the PCAs. The role is the linchpin for site organization, client flow and environmental control. The PCAs work independently as well as participate in workload sharing to enhance the overall operations of the clinic.

A detailed job description stating all position duties and responsibilities is available upon request.

## **EDUCATION:**

- Complete high school education, Manitoba standards, required.
- Successful completion of a Unit Clerk Course and/or a Medical Office Assistant Course required (Recognized programs include Robertson College, Herzing, CDI College, etc.- a combination of education and experience will be considered.

## **EXPERIENCE:**

- A minimum of two years experience in a medical reception environment required.
- Experience using technology including computers, computerized systems, programs, applications, email, and computerized calendars.
- Demonstrated knowledge and experience organizing and managing filing systems.

## **SKILLS AND COMPETENCIES:**

- **Interpersonal Skills / Emotional Intelligence**
  - High level of interpersonal skill required.
  - High level of communication skill required.
  - Applies self-awareness, self-regulation, motivation, empathy, and social skills to situations that arise.
  - Values diverse perspectives and ideas.
  - Ability to apply critical thinking for favorable client results.
  - Demonstrates flexibility and adaptability through applying new practices to accomplish client centered care.
  - Skilled in conflict management processes.

- **Foundation of Office Management**
  - Facilitation of a safe and welcoming reception area.
  - Keyboarding Speed of 40 wpm required.
  - Reception and booking appointments.
  - Patient records management.
  - Internal and external referral management.
  - Telephone and mail procedures.
  - Knowledge of Health Insurance Plans for clinic billing.
  - Ability to provide administrative meeting support such as meeting coordination/scheduling, development of agendas, minute taking.
  - Ability to maintain, manage and identify confidential information.
  
- **Word Processing**
  - Proficiency in Microsoft Word
  - Creating and formatting text, documents, forms, tables and graphics
  - Reconciling information among various programs and/or applications
  - Applying file management techniques for the purpose of organization
  
- **Clinical Software**
  - Competency using and navigating Accuro EMR - including updating, organizing, sorting, faxing, receiving, and filing health information.
  - Creating forms, templates, macros within electronic medical records to improve clinic efficiencies.
  - Preparing clinical documents, records, histories, and reports
  - A willingness to adapt and learn new electronic applications required for clinic operations (for example: eConsult, Panorama, eChart)
  
- **Clinical Tasks**
  - Ability to record and/or measure height, weight, vital signs (blood pressure, temperature, respirations, pulse) manually or electronically.

## How to Apply

Interested candidates may forward their letter of application and résumé to:

Email: [humanresources@ninecircles.ca](mailto:humanresources@ninecircles.ca)

**Deadline for application: 4:00 pm, Friday, May 24<sup>th</sup>, 2024**

*Nine Circles celebrates diversity and is committed to creating an inclusive environment for all employees. We encourage applications from qualified people who are Indigenous, living with HIV, identify as 2SLGBTQ\*, or belong to other traditionally marginalized communities.*

*Nine Circles thanks all applicants for their interest, however only those selected for further consideration will be contacted.*

*This information is available in alternative formats for accessibility, please contact us for more information.*