



INDEPENDENT FIRST NATIONS ALLIANCE

Job # 137 – Medical Office Administrator

Location: IFNA Thunder Bay Office (in person)

Department: Health Services

Type of Role: Full-Time

At IFNA, we are dedicated to providing timely access to mental health services for children, youth, and families in our community. We are currently seeking a professional and organized Medical Office Administrator to join our Mental Health Team. This role plays an important part in ensuring efficient healthcare operations and maintaining accurate patient records while upholding the highest standards of confidentiality and professionalism.

The Medical Office Administrator will perform a variety of administrative duties to support the Mental Health Team. This includes maintaining electronic health records, coordinating appointments, and providing compassionate communication to clients. The ideal candidate will have strong interpersonal skills, attention to detail, and an understanding of the mental health challenges faced by First Nations children and youth.

Responsibilities:

1. Administrative Support:

- Accurately and confidentially input and update patient information, medical history, and test results into the electronic health records system.
- Ensure compliance with privacy regulations and healthcare policies (e.g., HIPAA).
- Apply quality control processes to identify and correct data entry errors.
- Maintain current knowledge of health information policies and procedures.

2. Communications:

- Perform communication activities internally and externally, including distributing posters or communications.
- Practice effective communication with colleagues, supervisors, and community members.

3. Client Care:

- Collaborate with healthcare providers and administrative staff to obtain accurate patient information.
- Serve as the first point of contact for clients accessing services and coordinate appointment times.
- Respond with compassion to community members seeking services.

4. Reporting and Documentation:

- Prepare statistical documentation and generate reports from the electronic database.
- Provide program updates and reports on metrics as needed.



Position Requirements:

- College diploma in Medical Secretary or Medical Office Administration is an asset.
- 2 years of experience with data entry, reception, or similar position.
- Proficiency with MS Office Software, internet, and general office equipment.
- Strong interpersonal and communication skills (written and oral).
- Experience maintaining confidentiality (HIPAA compliant).
- Ability to multitask and work with minimal supervision.
- Understanding of Indigenous history, traditions, and beliefs.
- Ability to speak one of the Indigenous dialects is an asset.
- Familiarity with Indigenous communities and organizations is preferred.
- Clear Criminal Record Check with Vulnerable Sector Check and proof of immunizations (or valid medical exemption)
- Driver's license G with clear driving abstract and reliable vehicle
- Ability for occasional travel to IFNA communities via small aircraft and/or vehicle

Note: Flexibility is key at IFNA. You may occasionally cover tasks outside your role, ensuring comprehensive support for our organization's mission.

Why Join IFNA? If you're ready to contribute to the efficient operation of health services programs and make a meaningful difference, apply now to join our team. We welcome individuals who are committed to supporting the well-being of our communities.

We offer a full benefits package including health, dental, life insurance, short- and long-term disability, pension and vacation starting at 3 weeks.

Salary Range: \$57,500 - \$66,560

Schedule: Regular hours from Monday to Friday with weekends, overtime, and on-call availability.

Submit your resume and cover letter outlining your relevant experience and why you are the ideal candidate for this position to recruitment@ifna.ca identifying **Job # 137**. We look forward to welcoming you to our team!

Deadline: Position will be open until filled.

Please note that only candidates under consideration will be contacted.

We value diversity and encourage individuals from Indigenous backgrounds to self-declare, as preference may be given to candidates with such backgrounds in line with our commitment to inclusivity and community representation