



ORCALELUM
A PLACE FOR HEALING

Job Description – Orca Lelum	
Job Title	Medical Office Assistant (MOA)
Wage Rate Range (Hourly)	Min: \$25.00 Max: \$32.77
Location	Lantzville, BC
Reporting to	Clinical Manager
Weekly Schedule	4-5 days per week
Hours Per Week	Min: 20 Max: 40
Weekends and Evenings Availability	Required
Employment Type	Part-Time or Full Time, Permanent

About the Company:

Located in the beautiful territory of Snaw-naw-as First Nation, Orca Lelum is committed to fostering a safe and nurturing environment rooted in Indigenous ways of being. Dedicated to the well-being of youth, we empower individuals aged 12 to 18 to reclaim their strength, resilience, and cultural identity. Guided by the principle of Nutsamaat Shqwaluwun – people working together with one heart and one mind, our holistic programs prioritize substance use recovery, wellness and trauma healing. We offer medically supervised withdrawal management and residential treatment in a 10-week program, aiming to instill a sense of purpose and connection that extends beyond treatment.

What's in it for you?

Join us at Orca Lelum, where you not only contribute to a thriving organization but also become part of a community-driven by cultural values and a shared commitment to making a positive impact. Come experience the fulfillment of working in a First Nations-led environment that values your well-being and growth. Additionally, you get:

- A four-day work week for permanent part time and full-time employees;
- A four – on, four –off schedule for medical staff
- An excellent benefits and pension program for eligible employees;
- Paid vacation days and wellness days for eligible employees;
- Comprehensive training and professional development provided.

Job Summary:

The Medical Office Assistant (MOA) plays a crucial role as a member of a multidisciplinary team, in supporting patients, physicians, registered nurses, and other health professionals.

Understanding and recognizing the historical impacts of colonization on Indigenous communities and dedicating to support their healing, growth, and cultural revitalization would be paramount in this role. The ideal candidate will demonstrate a strong commitment to ethical



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and professional standards, with proficiency in provincial and organizational privacy and freedom of information regulations. Having a solid understanding of cultural safety, trauma-informed care and showing respect for Indigenous ways of knowing is critical to succeed in this position.

Job Duties and Responsibilities:

1. Establish positive relationships with clients from the outset, handling referrals efficiently and managing the necessary paperwork for client intake.
2. Collaborate closely with the clinical, wellness and programming team members to facilitate effective communication and documentation during the transition process from withdrawal support to residential wellness. Additionally, engage with relevant stakeholders to ensure seamless transitions back to the community.
3. Create and maintain detailed client profiles on Thunderbird for program participants. Ensure assessment matrix are sent to participants, completion of assessment is tracked and accurate and up-to-date records are published to the organization and other related government bodies. Data collected will also be used to gauge program effectiveness and assessment and will be used to provide quality improvement.
4. Manage inventory levels of medical supplies, ensuring adequate stock levels through efficient ordering and stocking procedures.
5. Provide support in scheduling and organizing the logistics for various activities including individual and group therapies, family counseling sessions, support services, recreational activities, and alumni gatherings.
6. Coordinate the creation and distribution of detailed schedules outlining activities, educational sessions, and skill-building workshops within the program. This involves working closely with the clinical, program and wellness managers to ensure that schedules are comprehensive, well-organized, and meet the needs of participants. Additionally, monitor schedule adherence and make necessary adjustments to accommodate changes or unexpected events. Ensure that schedules are communicated effectively to all clients, staff, and external partners if any.
7. Arrange and manage meetings for the clinical team, as needed. Additionally, provide administrative support during these meetings, including the taking of minutes if necessary.
8. Coordinate and facilitate staff training sessions on cultural competency, Basic Life Support (BLS), and any other pertinent topics to enhance their professional skills and knowledge.



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Qualifications & Requirements:

- High school diploma or equivalent is required. Additional education or training in medical office administration is preferred.
- Proficiency in general medical terminology is crucial for clear and effective communication with healthcare professionals and patients.
- Valid First Aid Certificate - Emergency First Aid – Community Care
- Experience in health care environments is required.
- Valid Class 5 BC Driver's License.
- Must consent to a criminal record check.
- Must consent to a prior contact check.
- Good working knowledge and understanding of Coast Salish teachings is an asset.

Skills & Attributes:

- Ability to handle various administrative tasks including scheduling appointments, managing electronic health records (EHR), and handling billing and coding procedures.
- Ability to provide attention to detail when handling patient information, and managing insurance claims to ensure accuracy and compliance.
- Capable of multitasking, prioritizing tasks, and maintaining an organized workspace to thrive in a fast-paced medical office environment.
- Understanding and adherence to ethical standards and patient confidentiality laws (e.g., HIPAA) to safeguard sensitive medical information.
- Familiarity with basic clinical tasks such as taking vital signs, preparing patients for examinations, or assisting with minor procedures may be advantageous.
- Prior experience in a customer service role is beneficial for providing exceptional patient care and handling inquiries or concerns with tact and efficiency.
- Ability to work independently as well as in a team.
- Ability to handle crisis and crisis intervention.
- Ability to work under stress and pressure.
- Sound judgment and problem-solving skills.
- Strong interpersonal and communication skills – written and oral.
- Ability to effectively use standard computer applications.

How to Apply?

Interested candidates, please send a copy of your cover letter and resume to careers@orcaelum.ca



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We look forward to reviewing your applications and discovering the unique skills and experiences you can bring to our team. Join us in making a positive impact at Orca Lelum!

***Note:**

- *This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.*
- *The hours of work, including days off, may be subject to change consistent with the operational requirements.*
- *Qualified First Nations candidates will be given preference in accordance with the BC Human Rights Code section 42*