

**Introduction:**

Emmanuel Home is an independent/assisted living home for seniors under the direction of the Emmanuel Seniors Living Society, since 1968. Our mission is to provide a Christian environment that is safe and comfortable so seniors can live with dignity. In providing services and supports to our residents, we are guided by our core values: Integrity, Caring, and Excellence.

Job Description

Reporting to the Director of Care. The Medical Office Administrator is responsible for supporting day-to-day operations of the Home Care department. This includes clerical support, data entry, coordination of resident appointments, and communication with internal and external stakeholders. The role requires professionalism, attention to detail, and the ability to work independently in a fast-paced environment.

*Primary Responsibilities:***1. Clerical & Administrative Duties**

- Provide clerical and administrative support to the Director of Care and Home Care Team.
- Maintain and update accurate resident care records in accordance with Emmanuel Home's records management systems.
- Perform data entry for incident reports, care plans, hand hygiene audits, and Home First documentation.
- Process and file physician orders under supervision of the LPN or Director of Care.
- Monitor, print, and fax incoming communications including hospitalizations, discharges, and updates using Pharmacy Communication forms.
- Assist with the handling of in-house doctor appointments, including scheduling and faxing documentation.
- Prepare materials such as vitals forms, progress notes, and rounding sheets.
- Support the organization of vaccination clinics (sign-up sheets, queue lines, top-up forms, filing).
- Support meeting preparation, take minutes as required, and ensure files are saved in the proper directories.

2. Communication & Team Support

- Act as the first point of contact for internal/external inquiries to the Home Care unit.
- Work collaboratively with clinical and non-clinical staff to ensure quality support and smooth communication.
- Demonstrate professionalism when communicating with residents, family members, staff, and stakeholders.
- Maintain confidentiality and security of resident records and information.

3. Resident & Staff Support

- Coordinate resident appointments with external stakeholders (e.g. physicians, clinics).
- Ensure care plan data is entered accurately to reflect on task sheets.
- Observe and report relevant resident behaviors or incidents to the LPN or Director of Care.
- Facilitate accurate and timely updates to AHS authorizations and Home First tasks.

4. Workplace Safety and Compliance

- Understand and follow Emmanuel Home Policies and Procedures related to health, safety, and wellness.
- Participate in safety-related training, hazard assessments, and use of PPE as appropriate.
- Demonstrate a commitment to infection prevention and control practices.

Qualifications:

- Completion of a recognized Administrative Assistant or Unit Clerk Program; equivalent experience will be considered.
- Minimum 1 year of recent experience in a medical office or unit clerk role.
- Minimum 6 months of experience with AHS Home First processing and care plan updates.
- Proficiency in medical terminology and use of Microsoft Office (Word, Excel, Outlook, PowerPoint).
- Strong typing, data entry, and document organization skills.
- Ability to prioritize tasks and manage time effectively amid frequent interruptions.
- Comfortable working independently or as part of a team.

Core Competencies

- Strong written and verbal communication in English.
- High level of confidentiality and professional discretion.
- Detail-oriented with a strong focus on accuracy and recordkeeping.
- Excellent interpersonal skills with a compassionate and courteous approach.
- Demonstrated ability to remain calm and professional in stressful situations.
- Commitment to continuous learning and development.
- Team-oriented, adaptable, and proactive.

Notes:

The successful candidate will be required to undergo a security screening for working in the vulnerable sector.

Position: Competitive salary commensurate with experience.