



Snuneymuxw

First Nation www.snuneymuxw.ca

JOB POSTING

Medical Office Assistant

(Full-Time, Permanent)

Salary range \$23.00-\$30.50 per hour, plus a comprehensive benefit package

ABOUT SNUNEYMUXW FIRST NATION

Snuneymuxw First Nation is one of the largest Nations on Vancouver Island with a population of approximately 2,000 people. We are one of the few Nations that have a pre-Confederation treaty with the Crown – the Sarlequun Snuneymuxw Treaty of 1854.

Established in 1995, *Snuneymuxw Hulit Lelum (Health Centre)* is an accredited Medical and Wellness Centre that helps restore wellness, culture, and connection within the Snuneymuxw community. Our services provide preventative, reactive and medical advocacy services for Snuneymuxw First Nation members. We are located in South Nanaimo at 1451 MacMillan Road.

[Snuneymuxw Hulit Lelum - Health Centre - Snuneymuxw First Nation](#)

WHAT'S IN IT FOR YOU?

We offer a dynamic work environment, competitive compensation package and more!

- Engaging and fun work environment
- Registered Pension Plan – Employer matched contributions
- Group Health & Dental benefits
- 37.5-hour work week/Monday - Friday
- Federal statutory holidays (aligned with schools/financial institutions)
- Paid sick time
- 3 weeks Vacation to start, plus extra paid time off in December

JOB OVERVIEW

Reporting to and working under the clinical supervision of the Primary Care Medical Nurse Manager at Snuneymuxw Hulit Lelum, the Medical Office Assistant (MOA) plays a key role in supporting our medical team and clients by providing administrative and medical support and coordination of various systems and processes.



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JOB RESPONSIBILITIES

The Medical Office Assistant will be responsible for the following duties:

- Handle client phone calls and direct follow-ups to team members or make appointments as needed.
- Supply immunization records to parents/guardians, and provincial health agencies upon request following confidentiality guidelines and protocols.
- Update client demographic information in the Electronic Medical Records (EMR) system.
- Upload and scan confidential prescription, lab and Xray reports to client files and file documents as appropriate.
- Attend regular planning meetings and manage flow of information, such as recording minutes, sub-committee meetings and special event planning.
- Assist in organizing and delivering community events by coordinating administrative details.
- Prepare agendas, securing locations, and confirming attendance for set meetings.
- Run errands or shop in support of health care delivery when required.
- Refer clients to internal and external resources when appropriate.
- Scan all received medical documents for all patients registered at the Health Centre
- Forward information to the relevant physician for all lab tests received outside of normal physician hours for advice.
- Liaise with Lifelabs and other medical labs as needed to ensure result delivery is consistent for all patients seen at Snuneymuxw.
- Reconciliation of all investigations ordered by Snuneymuxw physicians for patients seen at the clinic to ensure results are received and not transferred to other clinics.
- Administer requisitions/tests to ensure they are fully completed, and appointments are made for blood draw or imaging etc. and that relevant requisitions are available as needed.
- Improve EMR functionality by liaising with the physicians and system support team.
- Assist other Snuneymuxw health staff in ensuring good engagement with community members.
- Provide a chaperone service for all intimate exams as required by physicians and/or requested by patients.
- Strive to meet and exceed the national standards of accreditation.
- Actively seek out and support activities that promote client, staff, visitor, and contractor safety.
- Perform other duties as assigned.

JOB REQUIREMENTS

Education:

- Grade 12 Graduation required.
- Medical Office Assistant Certificate required.
- Medical Office Assistant Diploma considered an asset.



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Experience:

- 2 years of medical office assistant experience is preferred.
- First Aid Certificate/CPR Level 1 required.
- Valid class 7 or class 5 BC driver's license with a clean abstract required.

Knowledge, Skills and Abilities:

- Excellent organizational and time management with the ability to multitask different tasks simultaneously.
- Strong client services orientation, with the ability to handle difficult personal conversations professionally and empathetically.
- Adherence to a professional Code of Ethics.
- Strong work ethics with excellent interpersonal, communication and presentation skills.
- Strong interpersonal skills; ability to establish and maintain effective and efficient working relationships with parents, staff and community agencies/representatives.
- Ability to work as a team member as well as to be self-directed in carrying out daily duties.
- Demonstrated ability to use software applications and clinical information system (preferable PROFILE or Med-access).
- Knowledge of medical office procedures and functional flow.
- Knowledge of Microsoft Office Suite, ex: Word, Excel, PowerPoint and Teams.
- Knowledge of Snuneymuxw culture protocols/traditional practices is desirable.

SPECIAL REQUIREMENTS

1. Must be able to obtain and maintain a Criminal Records Check
2. Current Valid First Aid and CPR certificate are required to be maintained.
3. Provide current vaccinations record and maintain required vaccinations.
4. Must provide copies of all professional certificates and designations.
5. Must be able to work effectively in a variety of settings and in a cross/cultural situation and be knowledgeable of the services available in the community.
6. Must demonstrate strong morals and ethics.
7. May be required to work additional hours to meet operational needs when necessary.
8. Must conduct themselves in a friendly, courteous, culturally safe, professional, and trauma informed manner.
9. Must show a positive and helpful attitude and demonstrate to be trustworthy, dependable, and punctual in all workplace activities.
10. Must be able to maintain strict confidentiality in performing duties and demonstrates personal attributes of integrity, respect, trust, honesty, compassion, and accountability.



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Willingness Statements:

- You may be required to work outside of work hours if an emergency occurs.
- You will be subject to satisfactory reference check and Criminal Records Checks with vulnerable sector search.
- You will be required to provide copies of your professional certificates.
- You must maintain strict confidentiality in performing the duties of the Medical Office Assistant and must adhere to the Snuneymuxw Health Centre Confidentiality Policy; as well as your professional Code of Ethics and accreditation standards. This includes providing a copy of your vaccination records, according to our vaccination policy.

Please submit your current resume and cover letter to:

HR@snuneymuxw.ca

APPLICATION DEADLINE: September 26, 2025 at 4:00 PM PST