



**AGENCY ASSISTANT  
CASUAL**

**START DATE:** Date of Hire

**HOURS OF WORK:** Casual – will include days, evenings and weekends

**STARTING SALARY:** \$17.107 per hour

**PLEASE SUBMIT RESUME TO:**

Amanda Harris, Manager, Health Services Systems and Support, Klinik Community Health  
167 Sherbrook Street, Winnipeg, MB R3C 2B6 email: [jobs@klinik.mb.ca](mailto:jobs@klinik.mb.ca)

**QUALIFICATIONS:**

- Completion of high school education or equivalent.
- Post secondary education in a healthcare program is preferred.
- Training in de-escalation techniques preferred
- Minimum 2 years experience in a related health care setting is an asset.
- Reception or clerical/administrative experience an asset.
- Experience with electronic medical records is an asset.
- Excellent computer skills, including working knowledge of Microsoft Office.
- Demonstrated keyboarding skills (30-50 words per minute).
- Ability to operate information technology equipment as required.
- Excellent communication skills, both verbal and written.
- Excellent telephone skills (answering, transferring, and professional phone etiquette).
- Demonstrated ability to organize and prioritize workload.
- Ability to respond to a variety of simultaneous requests.
- Demonstrated ability to work independently.
- Demonstrated ability to follow directions and work as a member of a team.
- Demonstrated ability to contribute to a positive work environment
- Knowledge of the Personal Health Information Act (PHIA) and Routine Practices.
- Language skills other than English is an asset.

## **RESPONSIBILITIES:**

- Greets, assists and directs client and visitor arrivals or phone calls in a prompt and professional manner.
- Informs staff of client or visitor arrivals.
- Takes messages and directs to appropriate staff either verbally or electronically.
- Communicates effectively with all team members within the agency.
- Assists clients with accessibility needs to enter and exit the building, if required.
- Assists clients in completing registration forms for all agency programs.
- Verifies or creates client information accurately in the electronic medical records.
- Schedules appointments, as requested.
- Monitors and assists with the client flow to exam rooms and offices, as required.
- Maintains cleanliness of exam rooms, offices and equipment, as required.
- Assists providers with obtaining equipment and resource needs for appointments.
- Monitors public access of computer and telephone, limiting use as required.
- Maintains agency bulletin boards and ensures tidiness of public areas.
- Receives and sorts incoming mail.
- Maintains knowledge of Klinik's emergency procedures.
- Uses internal paging system and responds to alarm system, as required.
- Assists in the electronic distribution and file management of client documents in the electronic medical record.
- Assists with electronic and written billing procedures following Manitoba Health standards, as required.
- Collects payment from clients for non-insured services, as required.
- Opens the public entrances to the building at opening times and ensures the building is locked at closing times.
- Supports medical assistants, as required.

**Other**

- Assists in the orientation and training of new staff members and students.
- Participates in training courses and in services offered elsewhere and by Klinik in order to maintain and improve quality of service.
- Attends staff meetings as required.
- Works in conjunction with all Klinik staff and external agencies as is necessary to ensure a collaborative approach to meeting health care needs.
- Participates in program planning, evaluation and quality monitoring including completing daily statistics.
- Participates in formal self-evaluations by identifying strengths and limitations.
- Seeks appropriate supervision/consultation of own actions.
- Adheres to all agency policies, procedures, protocols and promotes best practice.
- Performs other duties and functions related to their job description not exceeding above stated skills and capacities.

**Physical Demands/Working Conditions:**

- Work environment consisting of an office building.
- Work areas are not private and may be in the public areas of the building.
- Maybe required to sit for long periods of time.
- May be required to move items weighing up to 12 kg.
- May encounter aggressive and/or agitated clients and visitors.
- May be required to work a variety of shifts including evenings and weekends.

**Klinik is a pro-choice community health centre  
and supports the principles of diversity, inclusion and cultural awareness**

Thank you for your interest. Only candidates selected for an interview will be contacted.