



Job Posting #2025-054
Internal/External Posting
Posting Date: June 27, 2025
Closing Date: July 4, 2025
Union: CUPE

Desk Medical Assistant
Full-Time Permanent Position
Two Positions Available

1.0 EFT- 40 hours a week

HOURS OF WORK: Days/Evenings/Weekends

START DATE: Date of Hire

Klinik Community Health is a pro-choice community health centre that provides primary care, education and counselling services to our local community and throughout Manitoba. Driven by our vision of creating healthy and engaged communities, we promote health and quality of life for people of every age, background, ethnicity, gender identity and socio-economic circumstances. Rooted in social justice values, we believe that everyone deserves quality care, support and respect.

POSITION SUMMARY

Reporting to the Manager Health Services, this role functions as a key member of the Health Care Team and is responsible for managing clients' overall clinical visit. The incumbent performs a variety of Administrative and Team functions and acts as the client's key point of contact with their Team. This role focuses on developing and maintaining strong relationships with clients, Team members, and other professionals through direct participation in client care activities. . Empathy, compassion and quality are at the core of Klinik's customer service system. This role requires an understanding of advanced access principles and concepts to support access and patient flow within an inter-professional environment.

This position will be responsible for arranging, managing and maintaining appointments, schedules and client (records), and site organization and environmental control. The incumbent must contribute to a respectful, safe and culturally appropriate work environment, and participate in workload sharing within their Team and the overall clinic as needed.

Desk Medical Assistants must have an understanding and commitment to Klinik's' mission, vision and values as well as an understanding of and commitment to the work of reconciliation, anti-racism and anti-oppression.

Education:

- Complete high school education, Manitoba standards, required.
- Successful completion of a Unit Clerk Course and/or a Medical Office Assistant Course required.
- Basic Life Support recognized by the Heart and Stroke Foundation of Canada (i.e., CPR) provide certificate if it is made available.



- A combination of education and experience may be considered.

Special Training:

- Cultural Safety preferred
- Mental Health First Aid preferred
- Nonviolent Crisis Intervention training preferred

Experience:

- A minimum of two years related healthcare experience required.
- Experience in Email and computerized calendars required.
- Working knowledge of electronic medical records preferred.
- Demonstrated knowledge and experience maintaining medical records and filing systems, compiling statistics and processing personal health information.
- Switchboard/receptionist experience.
- Keyboarding Speed of 40 wpm required.
- Knowledge of medical terminology required.
- Proficiency in Microsoft Word, Excel and Outlook required.
- Demonstrated ability to effectively work as a team member and form respectful relationships with team members, other professionals, clients and the community.
- Excellent communication and interpersonal skills.
- Excellent command of the English language (both oral and written).
- Knowledge of other languages especially indigenous languages considered an asset.
- Respectful of diversity and values diverse perspectives and ideas.
- Ability to apply critical thinking for favorable client results.
- Demonstrates flexibility and adaptability through embracing and applying new practices to accomplish goals and solve problems.
- Knowledgeable in the fundamentals of Service Excellence, Customer Service and Cultural Safety.
- Ability to maintain confidentiality and manage private and confidential information.
- Ability to plan and organize a heavy workload, under pressure, to meet deadlines.
- Demonstrated ability to work independently, with minimal supervision and take initiative through action that favorably influences events.

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 10 kg.
- May encounter aggressive and/or agitated clients and visitors.
- May be required to work a variety of shifts including evenings and weekends

SALARY RANGE \$20.017-\$23.204 per hour

APPLICATION PROCESS

- Application Deadline: July 4, 2025
- Email cover letter and resume to: jobs@klinik.mb.ca
- Please note "Job Posting #2025-054" in the email subject line

Klinik is committed to working towards having a more equitable and diverse work force at all levels of our organization. We welcome and encourage persons who reflect the diversity of the communities we serve to apply, including those who identify as Indigenous, Black, Persons of Colour, 2SLGBTQIA+, and/or those living with disabilities. Applicants are invited to self-declare in their cover letter.

Accommodations are available upon request during the assessment and selection process.

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