

Clinic Manager:

General office manager who can work in our newly formed Family Health Organization based in midtown Toronto. This is a high-level position overseeing the administrative staff and ensuring proper QA/QC

We are a group of 6 family doctors

Salary: Competitive and commiserate with experience

Requirements:

- Strong Leadership qualities
- Strong Organizational skills
- Excellent written and verbal communications skills
- At least 3-5 years of prior Medical Office Manager experience
- Post-secondary education in a Certified Medical Office Administration Program
- Proficient knowledge of Electronic Medical Records system Practice Solutions (PSS)
- Sound knowledge of medical terminology
- Computer skills, including proficiency in word processing, spreadsheet programs,
- Appointment scheduling experience
- Good interpersonal and communication skills and the ability to lead others

Job Description:

- Supervise and train medical administrative staff
- Prepare work schedules for office assistants
- Monitor and oversee all administrative tasks:
 - Administration and doctors Schedules
 - New patient sign ups
 - Non insured payments
 - Admin email
 - Appointment confirmations
- Managing customer relations
- Working on Quality assurance and Quality control to ensure clinic processes are being adhered to and are constantly improving
- Organizing weekly admin meetings
- Acting as a bridge between admin staff and doctors
- VOIP phone:
 - Adjust schedules for holidays and updating messages
 - Ensuring staff are responding to messages in a timely manner
- Inventory management:
 - Daily and weekly inventory check and stocking
 - Overseeing admins to ensure their tasks are done correctly
 - Review purchase invoices and approve before payment
- Vaccines/Public Health:
 - Overseeing vaccine fridge and stocking
 - Overseeing autoclave protocol and cleaning procedures

- Clinic cleanliness:
 - Ensuring staff is adhering to clinic cleanliness protocol
- IT:
 - Ensure all computers are up to date on virus software
 - Printer ink and paper is always available
 - Act as a bridge with IT provider
- HR:
 - Manage formal recruitment process and hiring- posting jobs online
 - Setting up new accounts and schedules
 - Management of HR for employees – including feedback, performance evaluations, discipline, termination and resignation
- Billing:
 - Assisting with uninsured and private billing
 - Ensure that all private agreements are signed
 - Monitoring all OHIP billings to ensure they are not missed
- Pharma:
 - Lunch and Learns- coordinating with pharma reps and coordinating with doctors
- Assist with general administration task as needed if short staffed

Interested parties send resume to: **Fhfho2023@gmail.com**