Sunset Country Family Health Team (SCFHT)

Administrative Assistant – Information Services

Full-Time Permanent

As a member of the **SCFHT,** the Information Services Administrative Assistant provides administrative and technical support for the organization's Electronic Medical Records (EMR) and its integrated software. This role includes maintaining the EMR databases, assisting with user onboarding, training and support, performing routine system updates, ensuring data integrity, and recommending and implementing improvements and new workflows. The position is a liaison between staff and the Quality department, ensuring smooth operation, consistent data entry standards and minimal workflow disruption.

Data Management Support

- Input, update, and maintain accurate records in information systems and databases.
- Provide administrative support to the QIDSS (Quality Improvement Data Support Specialist).
- Assist with the implementation and maintenance of digital strategies identified in the Strategic Plan.
- Participate in data cleanup and preparation projects prioritized by committees such as the OPR (Office Practice Redesign) and QIC (Quality Improvement Committee).

Systems Support

- Power-user for the electronic platforms the SCFHT uses, such as EMR, Ocean, etc. Provide staff and affiliates with training and support with various electronic platforms.
- Create and manage custom templates and custom forms.
- Provide support for system users; troubleshoot issues and guide users on system functionality.
- Assist with the onboarding and offboarding process by setting up new user accounts and providing initial system training and deactivating user accounts on departure.
- Recommend, test, and implement improvements and new workflows.

System Maintenance

- Ensure compliance with data security and privacy policies.
- Coordinate with IT or Quality staff to implement system upgrades and patches.

Collaboration and Communication

- Act as a liaison between departments to gather system requirements and address concerns.
- Support project teams with data analysis, testing, and implementation of new systems or modules.

The successful applicant will have the following qualifications/experience:

- Office Administration certificate or 5+ years' experience in an office administration role.
- Proficient in Microsoft Office Suite (Excel, Word, Outlook).
- Familiarity with database management systems (e.g., SQL, Access) is an asset.
- Excellent analytical and communication skills. Attention to detail with a high level of accuracy
- Demonstrate excellence in customer/patient service with the ability to maintain confidentiality.
- The following are not required but would be considered an asset: Medical Terminology, Experience using Electronic Medical Record (EMR) software

Compensation and Benefits:

- Annual Salary: $55,067
- Full-time is 1,664 hours per year (32 hours per week)
- HOOPP Pension Plan and Group benefits (health, dental, STD/LTD)
- Starting at 20 vacation days per year; 3 personal days per year

Those interested in this exciting and challenging career with the SCFHT are invited to forward a cover letter with a detailed resume, including references.

Deadline for Application: Open Until Filled

Email: HR@scfht.ca

We thank all applicants for their interest. However, only those candidates being granted an interview will be contacted.