



North End COMMUNITY HEALTH CENTRE

Internal and External Opportunity Brief

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| Position: | Front Desk Receptionist (Dental) |
| Reports to: | Manager, Dental Clinic |
| Location: | 2131 Gottingen Street |
| Pay Scale: | \$21.80 + benefits |
| Work Term: | 1.0 FTE (37.5 hours/week) (term -maternity leave from June 2023 -June 2024) |
| Deadline: | May 12, 2023 |

About NECHC

The North End Community Health Centre (NECHC) was established in 1971 in response to an absence of primary health care and other health services in Halifax’s North End. Located on Gottingen Street, we are in the heart of a unique and culturally diverse community. Today, governed by the North End Community Health Association, the NECHC is viewed by area residents as a “beacon of hope” in the community. Much more than a Primary Care Clinic, the NECHC has expanded in response to unmet needs of community members and is highly valued by its patients and clients and their families. NECHC provides services to those living on the margins of society, through MOSH, Housing First and a wide range of community outreach initiatives.

Vision

Strong community - healthy people.

Mission

We support health and well-being in our community through quality primary health care, education, and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

Values

Respect. Community. Compassion. Excellence. Innovation

Diversity, Equity, and Inclusion Commitment

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our organization represents the diverse people and communities we serve. Our position postings encourage members from the following communities to apply:

- 2SLGBTQIA++
- African Nova Scotian and/or people of African Descent
- Indigenous
- People with disabilities
- Language minorities
- People of Colour and/or racially visible minorities
- Immigrant and refugee
- Connected to the North End of Halifax

Job Purpose

Position Summary:

The Front Desk Receptionist position will primarily support the Dental program, with some support of the Primary Care Clinic. The North End Community Health Centre is a collaborative practice of health care providers, physicians, nurse practitioners, a dental hygienist and assistant, student providers, nurses, mental health staff, other professional staff (dietitian and social worker) and several support staff. The dental clinic provides primary care clinical services Monday to Friday 9 to 5.

The front desk reception team are key members of the health team, providing reception and scheduling services for all members of the health team and other support staff. Specific to the Front Desk Receptionist (Dental) is providing reception and scheduling services for all members of the dental team. The Front Desk Receptionist responsibilities include ensuring the overall operation of the reception area including greeting, registering, documenting, and establishing/maintaining files on all patients. Administrative responsibilities include billing, maintaining a billing database, reconciling statements, and tallying Pro Bono expenditures.

RESPONSIBILITIES

The following duties reflect the broad scope of responsibilities but are not necessarily all-inclusive.

Receive Patients:

- Open and lock waiting room doors punctually as per Centre hours.
- Greet and welcome anyone who enters.
- Enter necessary demographic information in electronic file, check in to schedule.
- Assess and triage to the best of your ability.

Administration:

- Including, but not limited to, clerical and typing skills that are outside of reception duties such as data entry, preparing spreadsheets, faxing, and running reports in the EMR, assisting the Health Team with other administrative tasks as needed.
- Receive sort and distribute mail, shred confidential documents.
- Ensure all information is entered and maintained accurately for billing purposes.
- Manage dental billings to Green Shield and private insurance, using electronic billing software (and manually if needed).
- Work with Dalhousie's Faculty of Dentistry to monitor appropriate processes.
- Order and maintain office supplies.

Patient Files/Charts/Reports:

- Manage paper charts and reports including retrieving charts, making new charts, filing approved reports, filing charts, and managing inactive files.

Telephone/Faxing Services:

- Receive calls, take messages, make appointments, ensure phones are routed to appropriate destination, make reminder calls to clients, call clients to reschedule appointments.
- Take and deliver messages for members of the Health Team as necessary.
- Create and post signs on the clinic doors highlighting holiday hours and clinic closures, as necessary.

Scheduling/Appointment Booking:

- Ensure over-booking is avoided by honouring the blocked out times.
- Become fully knowledgeable of the Health team and Dental schedule requirements and book appropriately.
- Reserve blocked out time slots for "same day appointment", emergency visits.
- Enter and maintain monthly schedules of meetings for all health team members into electronic schedules (EMR).
- Enter physicians/dentists schedule into electronic schedules.

- Change schedules as requested.

General Reception Area:

- Keep the waiting and work areas neat and tidy, updating magazines and bulletin boards as needed. Ensuring the children's area is clean and free of debris.

Any other administrative and clerical duties as required by the Manager of Dental or Director of Primary Care. It is essential that the successful candidate has a track record of punctuality and good attendance record.

Minimum Education and Experience:

- Completion of Grade 12.
- Completion of Medical Administration program, with a specialization in Abeldent or equivalent combination of education and work experience if acceptable to the employer.
- Experience in not for profits and health care setting preferred but not essential.
- Extensive experience with multiple business software and troubleshooting highly desirable.
- Non-Violent Crisis Intervention Certificate would be considered an asset.
- Preferably 2 years' experience as a receptionist in a dental office setting.
- Experience using Dental Software Abeldent is highly desirable.

Certification/registration/designation:

- Completion of Medical Administration program, with a specialization in Dental administration.

Special Skills and Knowledge:

- Proficient in Microsoft Office, specifically Microsoft Excel.
- Able to multitask in a fast-paced environment.
- Knowledge of not for profit governance preferred but not essential.
- Above average communication skills.
- Above average team player.
- Ability to diffuse potentially disruptive situations.
- Ease with working in a computerized environment.
- Attention to detail.
- Dependable, reliable, trustworthy, punctual, professional.
- Flexible and adaptable to change.
- Experience using Nightingale, MedAccess and Abeldent.

Nature and amount of experience:

- Dental clinic experience is preferred.
- Experience in not for profits and health care setting preferred but not essential.
- Experience working in a collaborative practice setting; with the homeless community an asset; and in a diverse and multicultural environment.
- Aware of and follow PIPEDIA.

Judgement and initiative:

- Able to work with minimal supervision.
- Able to respond quickly and appropriately to emergency situations.
- Reports situations requiring attention to Health Team Members.
- Insightful to abilities and contribution to teams and impact on others.
- Committed to lifelong learning and professional development.
- Ability to learn from mistakes.
- Adhere to policies and procedures.

How to Apply

Those interested in applying for this position should email a cover letter and resume to employment@nehc.com by **May 12, 2023**. We thank all applicants for their interest, only those selected for an interview will be contacted.

Please note that a vulnerable sector criminal record check is required for all NEHC employees working directly with clients, participants, and patients, however we acknowledge that criminalization occurs disproportionately in some communities more than others, and a clear record is not required. Any items that come up on such a record check will be discussed confidentially during hiring.

Furthermore, as of **October 4, 2021**, all new hires will be required to provide proof of full vaccination as a condition of employment.