



Employment Opportunity

Medical Office Assistant – Native Youth Health & Wellness Centre

(Full time, 1-year term; Urgently Hiring)

Who we are:

UNYA has been supporting the health and wellbeing of Indigenous youth in the Metro Vancouver area for over 30 years. As a respected non-profit, charitable organization, we recognize Indigenous youth as experts in their own lives and strive to provide youth with programs and opportunities that are relevant and meaningful to them.

At Urban Native Youth Association (UNYA), we have developed a Philosophy of Care foundation, drawing from best practices. These philosophies are the grounding framework that shapes all of our decisions and every interaction we have with the youth we serve. Following these philosophies empowers our staff to meet youth where they are at, by giving them the ability to balance flexibility and structure. This allows us to meet our youth's needs, and ensure that our youth experience a consistent quality of care across all UNYA programs. Our 5 key philosophies are Trauma-Informed Practice, Two-Eyed Seeing, Harm Reduction, Youth/Person-Centered Practice, and Culture as Therapy.

Highlights of this opportunity:

UNYA has a full-time employment opportunity for a Medical Office Assistant with our primary health care clinic, the Native Youth Health and Wellness Centre (NYHWC). We are seeking an outgoing, professional individual with excellent communication and organizational skills to fill a **1-year term position**, with a high likelihood of extension. The Medical Office Assistant serves as the first point of contact for youth, families, community partners, and on-site practitioners/partners interacting with the NYHWC, helping to ensure the provision of a safe, supportive environment that is culturally open and accessible in order to support the holistic health needs of Indigenous youth. This position is also responsible for providing general administrative support and coordinating the day-to-day operations of the NYHWC. The position is 40 hours per week, scheduled Monday to Friday. Specific daily hours will be discussed and confirmed between the successful candidate and the manager prior to the start date. These hours will be adjusted occasionally based on the needs of the program. This position reports directly to the Youth Wellness Navigator.

Qualifications and Conditions:

1. Relevant education and a minimum 2 years of experience working in office administration in the social service and/or health sector, or related field. Specific education, training & experience as a Medical Office Assistant is a strong asset.
2. Experience working with the Indigenous community, including the generational impacts of the residential school system on families and communities. Must demonstrate a good working knowledge of community resources in Vancouver, particularly youth, Indigenous-specific & health-focused resources.
3. Demonstrated strong computer proficiency, including the ability to work with the Microsoft Office suite. Fluency in medical terminology & experience with EMR systems Profile, PARIS, and OSCAR is a strong asset.
4. Must demonstrate strong organizational, and written & oral communications skills – including the ability to prioritize and complete multiple tasks, compile accurate records, prepare reports, and coordinate the program schedule.
5. Must have a criminal record check completed by and satisfactory to UNYA.
6. Proof of Covid-19 vaccination will be required.
7. Given the needs of the youth accessing our programs, priority will be given to qualified Indigenous, First Nations, Metis, Inuit candidates as per section 41 of the Human Rights code.

Duties and Responsibilities:

1. Facilitate access to on-site practitioners, book appointments and notify clients of appointments; facilitate registration and obtain relevant client information. Receive and process intake referrals and respond to enquiries and provide general info regarding the NYHWC, its mandate, programs and services.

2. Coordinate the day-to-day operations of the NYHWC by performing diverse administrative and support duties, including being the first point of contact for youth, families, on-site practitioners, community partners, and others interacting with the NYHWC.
3. On an ongoing basis, undertake outreach and actively support youth access and community/partner engagement.
4. Develop, maintain, and promote partnerships with diverse health practitioners and other community resources to maximize health programming and resources available to Indigenous youth; liaise with community partners and researchers to inform the ongoing development and delivery of programming and services.
5. Facilitate youth surveys and support other data collection, assist with compiling statistics, records, and reports in order to meet UNYA and funder requirements, inform the ongoing development of programming, and demonstrate the efficacy of this innovative, community-based model of care.
6. Respect and maintain confidentiality of staff issues within the team, with the exception of the CEO, Director of Operations and Director of Youth Engagement. Respect and assure youth of confidentiality in the community and with other service professionals.
7. Perform any other duties required to support the day-to-day administrative operations of the NYHWC.

What we offer:

- Compensation: \$27.11/hour
- 40 hours a week
- Comprehensive Benefits package
- Vacation, Sick, and Wellness days
- Access to our Employee Assistance Program (EAP) which consists of no-cost counselling services to UNYA staff
- Support from UNYA's Elder in Residence for cultural and spiritual guidance or teachings
- Monthly Staff development

How to apply:

If you would like to become a part of this tremendous team, send a cover letter and resume indicating the position you are applying to the attention of the Director of Operations at reanne.percival@unya.bc.ca **Posting Closes on August 12 @ 5:00pm.** Applications will be reviewed after the posting closes. Only those shortlisted will be contacted.

***We are an **Indigenous** youth organization whose mandate is to provide meaningful opportunities for Indigenous youth. We encourage qualified Indigenous - First Nations, Metis, and Inuit, applicants to apply. If you identify as Indigenous, please let us know in your application! Only shortlisted candidates will be contacted.

*UNYA acknowledges that we are gathered on the ancestral, traditional and unceded territories of the Coast Salish Peoples, including the territories of the **xʷməθkʷəy̓əm** (Musqueam), **skwxwú7mesh** (Squamish) and **sel̓ilwítulh** (Tsleil-Waututh) Nations. We are honoured and grateful to be able to do our work on this land.*