



Canadian Mental  
Health Association  
Ottawa  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Ottawa  
*La santé mentale pour tous*

## INTERNAL POSTING

(May 2022)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private, non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The **Community Support Services** of CMHA provides outreach and long-term intensive support to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA currently has a vacancy for the following position:**

### **Medical Office Administration and Quality Assurance Assistant (MOA)**

**Type of Position:** Permanent Full-Time

**Hours of Work:** 35 hours per week, Monday to Friday, 8:30am - 4:30pm

**Pay Rate:** \$25.96 - \$27.17 per hour

Reporting to the Manager of Quality Assurance and Improvement and supporting the work of the Decision Support and Accountability Team of CMHA, the MOA will support CMHA's clinical documentation management including organizing and digitalizing client files. Through file audits and other assigned tasks, the MOA will help the agency ensure that practice guidelines, procedures, and materials meet internal and external quality standards. The MOA works with the Decision Support and Accountability team as well as staff across the agency to ensure procedures and materials adhere to quality standards and maintain legal compliance. The MOA will provide administrative support to the ongoing work of the Decision Support and Accountability Team. **Please see attached for job description with further details.**

Due to requirements around clinical documentation management this position will work in-office, but some work as identified may also be accomplished remotely. This role will require the MOA to stand for extended periods of time, bending to access files, and lifting of objects such as banker's boxes. Responsibilities to be reviewed and reassessed in 12 months.

#### **ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** 2 Year Diploma in Health Services/Hospital Office Administration with course content including clinical records management, file management and auditing as

well as use of Microsoft Excel, Word, PowerPoint etc. Education specific to Quality Improvement Methodology for Health care will be considered an asset.

### **Experience:**

- 2 Years' experience working in a health care environment including the following:
  - 2 years' experience with file management and auditing.
  - Experience using databases including Clinical Records Management Systems.
  - Experience assisting with Quality Improvement and Assurance Activities considered an asset.
  - Experience with supporting Accreditation activities considered an asset.
  - Experience working in a community health environment serving marginalized populations will be considered an asset.
  - Experience working with Virtual Care Platforms such as OnCall will be considered an asset.

### **Knowledge:**

- A working knowledge on how to format clear and succinct reports using various programs including Excel, MS Word, PowerPoint and Adobe.
- A working knowledge of Adobe Pro for creation and adaptation of forms and documents.
- An understanding of and adherence to the Ontario, Personal Health Information Protection Act (PHIPA).
- A working knowledge of **FileHold** or other electronic documentation storage and record workflow management software will be considered an asset.

### **Language:**

- Bilingual (French/English) essential.

### **Application Deadline:**

Please submit a résumé to **Recruitment at [recruitment@cmhaottawa.ca](mailto:recruitment@cmhaottawa.ca)**.

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

## Medical Office Administration and Quality Assurance Assistant (MOA)

### Canadian Mental Health Association OTTAWA BRANCH

**Title:** Medical Office Administration and Quality Assurance Assistant

**Reports to:** Manager of Quality Assurance & Improvement

**Approved by:** Executive Director

**Date Approved:** January 2022

**Date Revised:** Responsibilities to be reviewed and reassessed in 12 months

*The Canadian Mental Health Association Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness.*

#### **POSITION SUMMARY:**

Reporting to the Manager of Quality Assurance and Improvement and supporting the work of the Decision Support and Accountability Team of CMHA, the MOA will support CMHA's clinical documentation management including organizing and digitalizing client files. Through file audits and other assigned tasks, the MOA will help the agency ensure that practice guidelines, procedures, and materials meet internal and external quality standards. The MOA works with the Decision Support and Accountability team as well as staff across the agency to ensure procedures and materials adhere to quality standards and maintain legal compliance. The MOA will provide administrative support to the ongoing work of the Decision Support and Accountability Team.

Due to requirements around clinical documentation management this position will work in-office, but some work as identified may also be accomplished remotely. This role will require the MOA to stand for extended periods of time, bending to access files, and lifting of objects such as banker's boxes. Responsibilities to be reviewed and reassessed in 12 months.

#### **PRINCIPAL RESPONSIBILITIES AND DUTIES:**

1. Organize client files and maintain physical and electronic filing system (such as FileHold, CRMS).
2. Support the transition of client files into electronic formats
3. Ensure that client data and electronic files are up to date. This would include paper files as well as your clinical record management system.

4. Work with the team to prepare reports based on Quality Assurance (QA) auditing activities (i.e. hard file audits). Provide staff and managers with reminders and support to complete missing data. Provide support with Quality Improvement (QI) related follow-up audit items as identified by the team.
5. Support staff with updates when identified by program manager.
6. Complete quality assurance audits of client files. Examples may include but are not limited to auditing for proper completion of client consents, intake documentation, assessments etc.
7. Provide administrative supports for the research and evaluation activities of the decision support and accountability team.
8. Maintain an up-to-date database and repository of operational policies and service-related forms ensuring outdated formats are destroyed to help reduce likelihood of errors. The MOA will be responsible for centralizing staff access to forms through the agency SharePoint site.
9. Take a leading role in the digitalization of clinical assessment forms. For example, this may include scanning files into our electronic filing system (FileHold) as well as creating fillable forms using Adobe Pro.
10. Support appropriate activities designated within the QI and QA work plan.
11. Provide administrative support for Accreditation activities as identified by manager.
12. Provide administrative support to staff for completion of clinical forms through OnCall (virtual care platform) and in person as required.
13. Perform Administrative Tasks as Identified: Examples may include minute taking for QI and QA committees and work groups as identified. Engage stakeholders as directed and scheduling working groups. Other tasks as identified by the team.

### **Skills:**

The ability to be flexible and proactive in your work. Must be comfortable with presenting information to work teams. Essential job skills include:

- **Experience using survey software such as Survey Monkey and Mentimeter.**
- **Familiarity with virtual care platforms.**
- **Communication skills** – Ability to communicate with your team, agency wide management, and direct service staff in order to collect the information you need without disrupting business. Ability to communicate with all stakeholders in a sensitive and supportive manner is imperative.
- **Technical writing** – Ability to format clear and succinct reports to stakeholders using various formats including MS Word, PowerPoint, Excel etc.
- **Self-motivation** – Ability to be flexible and accommodating as requests for support come your way while still prioritizing what needs to be done as identified by the team. Ability to work independently.

### **Education:**

2 Year Diploma in Health Services/Hospital Office Administration with course content including clinical records management, file management and auditing as well as use of Microsoft Excel, Word, PowerPoint etc. Education specific to Quality Improvement Methodology for Health care will be considered an asset.

**Experience:**

- 2 Years' experience working in a health care environment including the following:
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**Knowledge:**

- A working knowledge on how to format clear and succinct reports using various programs including Excel, MS Word, PowerPoint and Adobe.
- A working knowledge of Adobe Pro for creation and adaptation of forms and documents.
- An understanding of and adherence to the Ontario, Personal Health Information Protection Act (PHIPA).
- A working knowledge of **FileHold** or other electronic documentation storage and record workflow management software will be considered an asset.

**Language:**

- Bilingual (French/English) essential.

**Other duties may be assigned as required.**

**DISCLAIMER**

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required

Approved by the Executive Director:

Date: