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**JOB TITLE:** *Virtual Health Administrative Assistant*

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### **JOB SUMMARY**

In accordance with the established vision and values of the Network, the Virtual Health Administrative Assistant will receive work direction from the Manager, Partnerships and Engagement and will report to the Operations Executive Director at RCCbc. The Virtual Health Administrative Assistant has a key role in supporting the day to day and finance administration of the RTVS Peer to Peer Pathways including scheduling of the RTVS providers, MOIS and efaxing support, on/off boarding of providers and review and processing of finance claims.

### **PROJECT SUMMARY**

The Peer Pathways of the **Real-Time Virtual Support Program** were intentionally created and operationalized to support the most vulnerable communities and providers in our province. The 24/7 virtually enabled peer support pathways provide immediate unencumbered access to support rural healthcare providers, irrespective of the remoteness of where they find themselves. The pathways assist a full spectrum of front-line emergency health care providers including nurses, nurse practitioners, registered midwives, family physicians and specialists. They operate in the well-received spirit of “phone a friend”. Additionally, RTVS peer support virtual physicians also help to build capacity in community through supporting simulations, PRA-BC & physicians new to rural practice support, and UBC Family Practice second-year residents transitioning to rural practice.

**Consultation to Conversation** is transforming the way primary care providers and specialists (or specialized services) wrap around the patient. Where appropriate, instead of traveling (with all the risks and costs associated), bringing local, regional, or provincial supports into the primary care team to enable a three-way conversation to support the patients' needs. By lowering barriers to access and supporting a change in the model from consultation to conversation, Virtual Care Coordinators will work with Primary Care/Specialist and Specialised services to coordinate patient care.

## **ORGANIZATIONAL SUMMARY:**

The Rural Coordination Centre of BC (RCCbc) mission is to promote improvement in the health status of people living in the rural communities of British Columbia. The RCCbc serves as a strategic forum that facilitates discussions between Partnership Pentagram Plus stakeholders (Health Administrators, Policy Makers, Rural Communities, Linked Sectors, Academia and Health Providers) on coordination of rural healthcare services, improvement of effective collaboration, network partnership and leadership and to promote understanding of rural health challenges and opportunities.

## **KEY DUTIES AND RESPONSIBILITIES**

1. Oversees the day-to-day scheduling of Peer-to-Peer pathways and ensures that schedule is up to date.
2. Support accuracy of charting in MOIS by retrieval of missing data and merging of duplicate charts.
3. E-Faxing of encounter notes to calling provider and/or site (including resolving failed faxes).
4. Onboarding and offboarding of RTVS providers, including updates in Teams, Bytebloc and MOIS.
5. Clerical front door assistance for instances when 2 RUDi lines are in operation.
6. Provides assistance for start/end of shift for coverage of rural EDs. This may require some after hours as part of the team.
7. Audit of charts and post shift surveys.
8. Developing and strengthening relationships with high users, especially nursing outpost stations
9. Identification and recommendations of system and process improvements. Maintain list of enhancements for MOIS.
10. Functions as a confidential liaison for the Manager, Partnerships and Engagement with internal and external stakeholders utilizing strong communication, professionalism and persuasion abilities and an understanding of stakeholder needs.
11. Maintains updated and accurate calendar for the Manager, Partnerships and Engagement by scheduling and arranging internal and external in person and/or video meetings and travel. Coordinates rooms, teleconference and videoconference meetings. Exercises tact and discretion in prioritizing requests for appointments
12. Prepares RTVS finance requisitions, verifying accuracy of information including account coding, reviewing backup documentation, scanning, saving, tracking, and processing forms related to accounts payable or to revenue accounting, taxation policies, and guidelines.
13. Reconciles, monitors and investigates errors and discrepancies on various accounts which may include preparing or correcting journal entries, following up on outstanding items and resolving issues with various individuals/staff

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14. Responds to RTVS inquiries and provides support to staff and consultants to help in the valid preparation of claims, reimbursements, payments and interpreting financial policies and procedures as relevant
15. Schedule meetings, prepares agenda materials for distribution to meeting participants and taking minutes.
16. Produces and maintains a variety of accurate and well-designed documents including spreadsheets, presentations, correspondence, briefing notes, memos, minutes, and meeting agendas.
17. Coordinate activities of project teams to ensure the project progresses on schedule.
18. Compile data and prepares reports as required
19. Assists with the dissemination of information and knowledge related to projects and key programs and initiatives under the identified mandate areas through a variety of vehicles.
20. Prepares, formats, and distributes various complex documents, including reports, spreadsheets and PowerPoint presentations.
21. Performs other related duties and/or projects
22. Travel as needed

## **QUALIFICATIONS**

### **Education, Training and Experience**

- High school graduation supplemented by business and secretarial courses equivalent to up to one year of study with at least 3-5 years related experience.
- Experience with processing of claims and program administration.
- Experience with rural is an asset.

### **Skills and Competencies**

- Excellent interpersonal skills, advanced written and verbal communication, pro-active problem-solving abilities, and a well-demonstrated ability to work with others as part of an interdisciplinary team
- Tech savvy and highly proficient with databases, MS Office (particularly Word, Excel, and PowerPoint), email, and the internet. Experience with MOIS is an asset.
- Demonstrated knowledge and ability to work with diverse populations, incorporating diverse perspectives, values, and approaches into planning
- Exceptional attention to detail and an advanced ability to organize information and multi-task/prioritize in a busy environment
- Manages time effectively and meets ongoing deadlines
- Critical thinking and problem-solving skills essential

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- Flexibility with schedule as after hour work may be required, from time to time.

***Work week: Depending upon the candidate, this role will range between part-time to full time (3-5 days/week), supporting a work schedule from Thursdays to Mondays.***

***Location: Individual/applicant must reside in British Columbia. Node Office: hybrid or remote option dependent upon location.***

***Please send cover letter and resume to Diana Wang [dwang@rccbc.ca](mailto:dwang@rccbc.ca).***

***Thank you for your interest, only those selected for an interview will be contacted.***