

Halton McMaster Family Health Centre

Job Title: Medical Office Operations Manager

Reports to: FHO physician group

Primary Function or purpose of job:

HMFHC is an inter-professional primary care group that includes 7 family medicine practices, the Burlington family health team, and acts as a teaching unit for McMaster University family medicine residents. We are seeking a highly skilled Medical Office Manager to join our clinic in Burlington, Ontario and help us serve our 10,000 plus patients.

The operations manager would play a critical role in ensuring a smooth and efficient workflow for our team of 9 physicians, 4 nurses, 4 receptionists and 1 referrals clerk, by overseeing the daily clinical operations. They would collaborate with the Burlington Family Health Team and McMaster University, to help integrate allied health and medical learners into the clinic.

Specific Duties and Responsibilities:

1. Office Operations:

- Manage day to day scheduling and operations of the clinic to ensure a quality patient experience
- liaise with physicians to support roster management and optimize physician RAs
- strategize and plan for improving physician access
- work in close contact with the team to provide optimal patient care, resolve operational problems, and develop operational policies and procedures where necessary
- coordinate staff scheduling and room assignments to maximize clinic flow and efficiency
- review and approve monthly staff timesheets for payroll and vacation requests for administrative and nursing staff
- manage and update the HMFHC website as necessary
- be the point of contact for external stakeholders (ie. WellHealth, OSCAR, OCEAN, McMaster IT support, property management company)

2. Human Resources:

- Hiring new staff, oversee training, scheduling, and supervision
- Conduct regular performance reviews and provide ongoing coaching and feedback

3. Financial Management:

- Submit physician billing monthly including reviewing and managing error reports and outside use reports
- Actively participate in roster management for existing and building practices
- Oversee monthly bookkeeping reports with our financial clerk

- Completing year-end financial statements for accounting purposes
- Budgeting and financial tracking to maintain the clinics fiscal health

4. Procurement

- Oversee the ordering of equipment and supplies necessary to the clinic's efficient functioning

5. Collaboration

- Facilitate regular physician and administrative team meetings to address concerns and provide updates
- Run daily huddle to review day of issues/concerns and foster a team based environment

Requirements:

- A strong background in human resources including people management experience and conflict resolution
- Healthcare experience will be looked upon favourably
- Strong knowledge and understanding of Family Health Organization (FHO) structure and capitation-based physician practice model
- Previous experience and use of OSCAR EMR and OHIP billing expertise
- Excellent organizational skills and multitasking abilities with the ability to prioritize and respond to changing needs with minimal supervision
- Strong problem solving and communication skills involving a proactive approach
- Medical billing knowledge

Halton McMaster Family Health Centre is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees and patients.

Preferred Start Date: Immediate

Job Type: Full-time, Monday to Friday, In-person

Salary: From \$65,000.00 per year plus benefits

Location: 1221 Lakeshore Road, Unit #103, Burlington, ON, L7S 0A1

If interested, please submit your resume and cover letter to courtney.field@medportal.ca

Closing date: Friday, April 19, 2024