

Sample Job Descriptions

The following job descriptions are just some examples of roles you may need for your practice. Each job description should be customized to suit the specific needs of your clinic. This is not an exhaustive list.

Consider three levels of staffing: Leadership, management, and direct service providers.

Depending on the size of the clinic, staff may perform multiple roles. Consider cross-training to allow for coverage in case of staff absences, although specialization is needed for some roles to ensure undivided attention. Specific definition of roles should be tailored to suit the needs of the clinic. Job descriptions will also be referenced during subsequent employee performance appraisals.

Roles to consider for your practice:

Practice/Office Manager Sample Job Description

Duties:

- Finance including payroll, bookkeeping oversight, assisting the doctors in developing and maintaining a budget, financial reporting, banking, cash flow etc.
- Serving as the main point of contact between the MOAs and doctors for matters pertaining to pay, benefits and hours worked, and making HR decisions in accordance with policies established by the doctors.
- Coordinating performance review process for MOAs.
- Coordinating staff and new doctor recruitment, orientation and training activities.
- Recommending, planning, and implementing pay structure revisions.
- Ensuring compliance with applicable human resource laws.
- Maintaining employee human resource files.
- Developing, recommending approval and maintaining staff hours and vacation schedules.
- Providing advice to the doctors on finance, human resources and other administrative matters.
- Other related duties as required.

Medical Office Assistant (MOA) Sample Job Description

Duties:

- Coordinates patient care through the clinic – checking in, prepping, escorting to exam rooms, and preparing exam or treatment rooms for the next patient.
- Answers enquiries by phone and in person in a helpful, respectful and efficient manner.
- Operates fax machines.
- Maintains appointment schedule and manages recalls.
- Maintains electronic medical record, including the patient chart.
- Ensures exam rooms are stocked appropriately and ensures that they are ready for next patient.
- Ensures patient confidentiality.
- Cleans and sterilizes materials and instruments.
- Performs patient prep procedures and documents findings on the patient record.
- Performs billing procedures for multiple payers (MSP, ICBC, WCB, etc) and applies and collects non-insured fees where applicable.
- Orders and receives kitchen, office and medical supplies.
- Performs all other related clinical, administrative tasks or special tasks as required.

General Skills and Abilities:

- Works well in a team environment.
- Good written and verbal communication skills.
- Proficiency with a computer including using the internet, the electronic medical record and MS Office software.
- Efficiency, accuracy, problem solving, and good judgement.

Clinical Skills and Abilities:

- Prepare patients and set up exam rooms for complete physicals, including pap set up.
- Prep child patients for the well child exam.
- Accurately measure patient height and weights (including infants).
- Operate the autoclave.
- Perform and record result for various lab tests done at the clinic such as urinalysis and occult stool tests.
- Basic Cardiac Life Support certificate.

Receptionist/Office Assistant

- Responsible for greeting patients, booking appointments, phone calls and other basic correspondence.
 - Ensure correct contact and demographic information for patients.
 - Collect payment for uninsured services.

Other roles may include:

- Licensed Practical Nurse (LPN)
- Medical Director
 - See assessment standards from the College of Physicians and Surgeons of BC [here](#) and accreditation standards [here](#).
- Privacy Officer
 - See the Doctor's Technology Office guide for a privacy officer and security lead [here](#).
 - More information and resources about privacy requirements are available [here](#).
- Payroll, Accounts, Billing (Billing Clerk)
 - Responsible for managing information related to MSP and financial accounts.
 - Manage petty cash and bill individuals or insurance companies for uninsured services.

Don't forget to assign roles required for you [Contingency](#) and [IT Privacy & Security](#) plans.