



Medical Administration

Full Time Role

Location: St. Catharines, Ont.

Salary: \$48,000.00

Introduction:

De dwa da dehs nye>s Aboriginal Health Centre focuses on culturally appropriate, wholistic, primary health care that includes Physicians, Nurse Practitioners, Traditional Healing and other primary health services - Mental Health Support as well as community health supports - Advocacy, Outreach and Health Promotion and Education Services.

The goal of the Medical Administration Team is to perform a wide variety of medical administrative duties to support the Primary Care Team's day to day operations. This position is the first point of contact for patients and participants at De dwa da dehs nye>s and will act as a navigator to appropriate programs and services.

Roles and Responsibilities:

- Manage all incoming phone calls, respond to clinic related inquiries and redirect calls as appropriate throughout the health centre
- Support administrative duties such as scheduling, posting to patient charts, documenting patient contacts, clinic inventory/supplies, liaising on behalf of providers e.g. pharmacy, life labs, public health.
- Manage wait lists, specialist schedules and bookings, reminder calls, screening and triaging etc.

Required Knowledge, Skills, Qualifiers:

The ideal candidate would possess some of the following qualifications:

- Medical Office Administration certificate or equivalent in work experience of 3-5 years in the field.
- Ability to multi-task and interact with diverse clients with compassion, sensitivity, and support.
- Possesses knowledge of Harm Reduction principles and practices, SAFE Talk and ASIST Training, including a familiarity with Indigenous ways of being.
- Must have a valid driver's license and reliable transportation;
- Sound computer and documentation (manual/computer based) skills with Electronic Medical Record systems and Intermediate knowledge of Microsoft Office capabilities.
- Advanced Microsoft Office skills;
- Excellent organizational skills;
- Strong written and verbal communication skills.

Other Requirements:

- Must be able to travel to Hamilton site as needed for coverage.

INTERESTED APPLICANTS

Please submit your resume and cover letter to: humanresources@dahac.ca by June 19th, 2026.

Nya:weh / Miigwetch to all applicants. Only those selected for interviews will be contacted

Please note that **ONLY** complete applications with cover letter will be considered.

Preference is given to candidates of Indigenous Decent.

100% Organization Paid Benefits

- Health Benefits
- Employee Life AD&D Insurance
- Business Travel Life and Disability Insurance
- Dependent Life Insurance
- Employee Critical Illness Insurance
- Travel Accident Insurance
- Long Term (LTD) Benefit

Retirement Benefits

- Hospitals of Ontario Pension Plan (HOOP) with Immediate Eligibility

Paid Time Off Benefits

- 3 Weeks' vacation to start
- Personal Days - 12 Annually
- Statutory & Organizational Holidays - 13 Annually