

## Are you looking for a career in healthcare administration? You're looking in the right place.

The Patient Care Assistant plays a key role in supporting patients throughout all stages of their healthcare journey.

### What will you do?

Working in one of the LHIN's office or hospital locations, the Patient Care Assistant triages important information to the Care Coordinator, and offers "real-time" solutions to patients, where appropriate. The Patient Care Assistant frequently interacts with various stakeholders by telephone and other communication methods, whether answering incoming questions or providing healthcare system navigation.

The Patient Care Assistant provides timely follow up on patient issues, and is responsible for ensuring accurate documentation in our patient databases. To support the Care Coordinator, the Patient Care Assistant also helps with managing a variety of tasks relevant to the Care Coordinator's specific caseload.

### What must you have?

- Secondary School Diploma or equivalent.
- Certificate or Diploma in health care administration is an asset.
- Minimum one (1) year of related experience, preferably in health care/medical administration or services.
- Working knowledge of Medical Terminology.
- Efficient computer literacy in patient health databases and Windows environment.
- Proven team collaborator with excellent communication and conflict resolution skills.
- Ability to prioritize competing requests and function well under pressure.
- Consistently adheres to privacy legislation and confidentiality standards.

### What would give you an advantage?

- Proficiency in a second language, particularly French.
- Flexible work schedule (i.e., days, evenings, and weekends) to meet organizational needs.
- Experience working with people from diverse socioeconomic and cultural backgrounds.
- An ambassador of workplace culture.

### Who we are:

Local Health Integration Networks (LHINs) play a key role in Ontario's health care system. Working in partnership with patients, families, providers and community organizations, LHINs ensure people have access to the health care they need — at home and in the community.

Committed to innovation and collaborative partnerships, the **South West LHIN** plans, coordinates and funds local health services, and delivers high-quality home and community care to patients and families, with a focus on improving population health, the patient experience, and value for money across the health care system. Our staff incorporate the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone.

## How do I apply?

Please visit [www.lhinjobs.ca](http://www.lhinjobs.ca) to submit your resume and cover letter. **Application deadline is September 30, 2020 at 11:59 p.m.**

**We are committed to a culture that values diversity and inclusion.**

We welcome and encourage applications from people with disabilities, and are committed to providing accommodation as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process.