



CURAVITA
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A Community of Care

Calling all Healthcare Assistants - Join Our Team!

CURAVITA Health Group is hiring a full-time **Clinic Health Assistant** to join our multi-disciplinary and collaborative healthcare team. Excellence in patient care and service is our top priority and we are seeking an individual who is aligned with our philosophy, passionate about their work, and committed to being of service to others.

We are an established and reputable Clinic, serving the Ottawa community for over 28 years, with a team of over 30 professionals at two locations. Our team of Clinic Health Assistants, Chiropractors, Physiotherapists and Registered Massage Therapists work collaboratively to provide the most thorough of care to our patients and to create an exceptional patient experience.

The Role of the Clinic Health Assistant: To deliver outstanding administrative and clinical support to the patients and healthcare providers of CURAVITA Health Group, while setting a standard of excellence in patient service, care, and collaboration.

Responsibilities Include:

- Welcoming and educating patients about our healthcare providers & services and guiding them throughout their experience at our Clinic.
- Providing professional correspondence, both written and electronic.
- Answering and directing incoming and outgoing telephone calls.
- Preparation and maintenance of patient files for the healthcare providers.
- Booking and modifying patient appointments via telephone, email, and in person.
- Managing and directing daily patient appointment flow for all providers, efficiently and with excellent service.
- Balancing day ends, bank deposits.
- Handling Point-of-Sale payments.
- Preparation of insurance documentation, both on paper and via electronic Insurance portals: HCAI, WSIB, Telus Health, Blue Cross etc.
- Coordinating incoming and outgoing mail, packages, and deliveries.
- Managing the daily maintenance and cleanliness of the Clinic.
- Assisting with the inventory, stocking, and distribution of office supplies.
- Assisting with any maintenance and troubleshooting of office equipment.
- Utilization of various software and communication programs to complete daily tasks: Microsoft Excel, Gmail, Dropbox.



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Our Ideal Candidate Is:

- Passionate about health, wellness and providing excellence in patient service.
- A team player dedicated to working collaboratively with our healthcare providers.
- Aligned with the Clinics' mission, vision and core values and a strong brand ambassador.
- Hard-working, self-motivated, and focused.
- Caring, compassionate, and respectful.
- Able to multi-task and prioritize responsibilities.
- Possesses strong communication skills and a high level of professionalism.
- Possesses excellent time management, planning, and organizational skills.
- Possess a high school diploma or GED equivalent.
- Experienced in customer service (essential), and preferably has prior experience working with people in a healthcare environment.
- Possesses strong math skills, IT/tech skills, and is comfortable navigating various types of software.
- Available to work 30-35 hours a week, on weekdays and weekends. Our Byward Clinic is open 6 days a week and our Glebe Clinic is open 7 days a week.
- Flexible to work shifts in the morning, afternoon, or evening. Shifts can begin as early as 6:30 a.m., and end as late as 8:00 p.m.

What We Offer:

- An hourly wage based on \$16.00 to \$18.00 per hour, commensurate with experience.
- Two weeks paid vacation leave per year.
- Professional orientation, on-boarding support, and In-House training.
- Professional development retreats and team-building events
- A productive, cohesive and caring work environment

How to Apply If You:

- Want to join a successful, dynamic, collaborative healthcare team
- Desire career stability and working with a reputable and successful Clinic
- Enjoy being of service and helping others

Then please send your cover letter and resume to:

Erin Crotty, Chief Business & Relationship Officer
CURAVITA Health Group
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