Position: Medical Office Administrator

Job Type: Full time
Hours: 35 hours a week, daytime
Application Due: November 17th, 2026 at midnight Atlantic
Interviews will be taking place November 24-26
Expected start date: Flexible start date, early December

About Us: The Halifax Sexual Health Centre (HSHC) is a non-profit organization committed to promoting sexual and reproductive health within an environment that respects and supports individual choice. We provide confidential, complete, freely-accessible, and non-judgmental information and services related to sexual, reproductive, and gender-affirming health.

Our Vision: All members of our community have full, equal, non-judgmental, and safe access to sexual, reproductive, and gender-affirming health care and education.

Our Mission: Improve and optimize the sexual, reproductive, and gender-affirming health of all members of our community, by providing high quality and caring services, and empowering clients to make healthy choices.

The Opportunity
HSHC is currently seeking a new member to join our Medical Office Administration (MOA) team. MOAs are the first point of patient contact for HSHC. Members of the MOA team provide comprehensive office support for HSHC's Executive Director, nursing team, physicians, physiotherapists, social workers, volunteers, student placements, and patients/clients. The MOA team is cross-trained in order to support a range of shared responsibilities. HSHC is a comprised of a small, multidisciplinary team, and MOAs play a key role in providing excellent sexual, reproductive, and gender-affirming healthcare to the community.

Primary Job Responsibilities
Clinical Support Duties:

- Booking and confirming patient appointments
- Reception duties (greeting clients, answering phone calls, documenting messages)
- Managing client flow between waiting area and exam rooms
- Preparing exam rooms between patient visits
- Specimen management
- Autoclaving medical equipment
- Maintaining electronic and hard-copy office files
- Managing confidential records

Sexual, Reproductive, and Gender-Affirming Health Navigation:

- Maintain knowledge of community resources for sexual, reproductive, and gender-affirming health
- Provide informal healthcare navigation for patients requesting care beyond HSHC's capacity
- Maintain procedural information for accessing sexual, reproductive, and gender-affirming care for HSHC's clinical setting and community settings

General Office Duties:

- General clerical duties (mailing, scanning, faxing, copying, accepting/arranging deliveries, etc)
- Opening, sorting, and distributing incoming correspondence
- Completing regular inventory activities and reports
- Ensuring that supply rooms, meeting rooms, and the reception area are organized and stocked appropriately

People Support:

- Supporting the Executive Director by maintaining an effective communication and reporting loop regarding regular office and clinic activities
- Offering support for volunteer recruitment, orientation, and training
- Scheduling support for volunteers and clinicians

Financial Services Support:

- Petty cash management
- Cash management (sales and donations)
- MSI billing and reconciliation
- Completing weekly bank deposits
- Providing support for annual audit activities

Required Knowledge, Skills & Abilities

HSHC aims to provide accessible and client-centered services and we pride ourselves on building an organization that celebrates freedom of choice, diversity, and open mindedness.

To achieve success as one of our Medical Office Administrators, an undergraduate degree/diploma in one of the following areas would be valuable:

- Medical Office Administration
- Health Sciences
- Gender Studies
- Sexuality Studies
- Other relevant areas
- Or equivalent experience

We recognize and value people's lived experience as a legitimate attestation of skills and abilities. Applicants are encouraged to describe their relevant experience and interest in working with our team in their cover letter.

Core Competencies

These experiences and skill sets are critical to success in this position:

- Excellent cultural competency in 2SLGBTQ+ language and pronoun usage
- Ability to discuss sex and sexuality with confidence in a non-judgmental and sex-positive manner
- Advanced computer proficiency in MS Office (Word, Excel, and Outlook)
- Firm understanding of expectations for patient privacy and confidentiality
- Excellent customer service skills
- Analytical and problem-solving skills
- Effective verbal, listening, and written communication skills
- Effective organizational skills
- Demonstrated time-management skills

Other Competencies & Qualifications

These are considered assets for success in this role but are not required:

- Experience working with Electronic Medical Record systems
- Experience working in a healthcare setting
- Ability to work both autonomously and within a team setting
- General sexual, reproductive, and gender-affirming health knowledge
- MSI billing experience
- Volunteer management
- Document management skills
- Non-Violent Crisis Intervention, Mental Health First Aid, etc

Compensation Package

Wage: $25.26 per hour

Benefits:

- Employer-funded extended health and life insurance benefits
- 15 days paid vacation per year
- 12 days paid personal/sick days per year
- Paid holidays
- Flexible schedule
- On-site parking
- Professional development opportunities

Application Instructions

- Applications must be received by email at ed@hshc.ca *no later than November 17th, at midnight Atlantic.* Please put 'Medical Office Administrator' in the subject line of the email.
- Cover letters should be addressed to the attention of the Executive Director
- Please submit your resume and cover letter combined as a single PDF document (**applications received in other formats will be excluded from review**)
- Only those selected for an interview will be contacted. Interviews will be taking place between November 24th-26th.
- Candidates selected for an interview will be required to submit the names and contact information of three references.

HSHC is committed to employment equity and fostering a collegial culture grounded in diversity and inclusiveness. We acknowledge that marginalized people face systemic barriers due to race, gender identity, religion, ability, sexual orientation, and more - we encourage applications from individuals who represent the full diversity of our communities. Applicants are welcome to self-identify in their cover letter or application.