



COLLEGE OF
PHYSICIANS & SURGEONS
OF NOVA SCOTIA

OPPORTUNITY BRIEF



PACE

PHYSICIAN ASSESSMENT
CENTRE OF EXCELLENCE

Medical Office Administrative Assistant Physician Assessment Centre of Excellence (PACE)

SEARCH CONDUCTED BY PLACEMAKING 4G | p4g.ca

Statement of Intention

The College of Physicians & Surgeons of Nova Scotia (the College) knows that building a diverse and inclusive workforce is a continuous journey of commitment and intentional practice. The College is striving to create a work environment of belonging that represents the communities it serves.

We invite all interested individuals to apply and encourage applications from Indigenous, African Nova Scotian, Black and other racialized individuals, as well as people with disabilities and those with diverse sexual orientations, gender identities, and expressions. We encourage you to self-identify in your cover letter or resume and to share your pronouns.

The College is committed to ensuring that applicants experiencing disabilities receive necessary accommodations at any stage of the hiring process.

About PACE

The College of Physicians and Surgeons of Nova Scotia (the College) is recruiting for an Administrative Assistant for the newly opened Physician Assessment Centre of Excellence (PACE) Clinic located in Kearney Lake. The clinic provides primary care services to the community while also functioning as an assessment centre for internationally trained physicians. The team supports patients with high-quality, patient-centered care and assists internationally trained physicians in their transition into medical practice in Nova Scotia.

This combined clinic and assessment model provides coordinated healthcare services, orientation, and administrative assessment support and contributes to strengthening the healthcare workforce in Nova Scotia.

This Moment, This Position

The Medical Office Administrative Assistant plays an essential role in creating an organized, welcoming, and efficient experience for patients, visitors, and internationally trained physicians. Serving as the first point of contact, the Administrative Assistant supports clinic operations by managing reception activities, coordinating appointments, maintaining medical records, and ensuring strong communication across the healthcare team.

This role is central to the smooth operation of both the clinic and the assessment centre. The Administrative Assistant helps ensure that patients receive timely, coordinated care and that internationally trained physicians have the administrative support they need throughout their assessment.



How You Would Contribute

Reception and Front Desk Management

- Greet patients and visitors warmly and professionally
- Answer calls, manage email inquiries, and direct messages to appropriate staff
- Maintain a clean and organized reception area

Appointment Scheduling and Coordination

- Schedule patient appointments and manage the clinic calendar
- Coordinate appointments for internationally trained physicians
- Confirm appointments and notify patients of schedule changes
- Arrange follow-up appointments, referrals, and diagnostic tests

Medical Records Management

- Maintain accurate and up-to-date patient records
- Enter and update information in the electronic medical record system
- Respond to records requests in accordance with established protocols

Patient Intake and Data Entry

- Support patient intake processes and collect demographic information
- Verify insurance details and required documentation
- Enter accurate information into EMR and other systems

Communication and Coordination

- Provide information to patients about clinic services and assessment processes
- Coordinate with physicians and staff to ensure smooth patient flow
- Help reduce waiting times through effective scheduling and communication

Billing and Financial Administration

- Process payments and issue receipts
- Submit insurance claims and follow up on outstanding items
- Reconcile daily transactions and prepare financial summaries

How You Would Contribute (Continued)

Administrative Support

- Prepare documents, reports, and correspondence
- Order and maintain office supplies
- Support operational tasks within the assessment centre

Compliance and Privacy

- Follow privacy regulations, including PHIA
- Handle sensitive information with discretion and confidentiality
- Adhere to clinic protocols for secure document handling

Professional Development

- Participate in training opportunities
- Stay current with updates to EMR systems and clinic procedures
- Maintain awareness of changes in healthcare administration and patient services

What You Would Bring

Education

- High school diploma or equivalent
- Post-secondary administrative assistant or medical office administration program preferred

Experience

- Minimum of two years of healthcare or medical administrative experience
- Experience in a primary care clinic or assessment centre is an asset
- Experience with EMR systems and scheduling software

Skills

- Strong organizational skills and attention to detail
- Excellent verbal and written communication skills
- Ability to build positive relationships with patients and staff
- Sensitivity to cultural diversity and patient needs
- Ability to address concerns and adapt to changing needs

The College invites all qualified candidates to apply, and takes into consideration post-secondary education, professional accreditation, years of professional experience, as well as lived experience relevant to the position.

The Package

Location 117 Kearney Lake Road, Unit 15, Halifax (Travel to Mumford Road location may be required from time to time.)

Salary \$51,000 - \$58,000

Benefits We offer a competitive salary and comprehensive benefits package including health and dental benefits, life insurance, pension plan, a health and wellness allowance, and professional development opportunities.

What to Expect:

Hiring processes often reflect systems that don't work for everyone. At Placemaking 4G, we believe recruitment should be relational and affirming. We're working with the organization to ensure candidates are respected, informed, and supported throughout.

- We closely review all applications and read each cover letter (we promise).
- If you are selected as a top candidate, expect an invitation to chat with a Lead Placemaker from P4G. This is someone who treats the recruitment process non-traditionally. We want to get to know what inspires you.
- Selected candidates will proceed to a virtual interview with the Lead P4G Placemaker and 2-3 organization representatives.
- Finalists may participate in a second-round interview or skills activity (virtual or in-person).
- P4G will check employment references and assist in presenting an offer to the successful candidate.

Apply now by
Clicking Here!

**Applications will be accepted until
December 12, 2025 at noon AST.**

Please include a cover letter that speaks your experience and offers a glimpse of your personality.



Have questions about the role?

Reach out to the Lead Placemaker at P4G to learn more.

Robynne Baxter
Robynne@p4g.ca

