



Medical Secretary- Contract

Employment Terms: : Contract, Full Time (35 Hrs/Week with the flexibility to work evenings and weekends), ending September 30, 2022 with possibility of extension

Salary Range: \$35,435 - \$42,519 per year with 4% vacation pay

Expected Start Date: ASAP

Reporting To: Clinical Program Coordinator

Location: Health Access Thorncliffe Park (HATP) sites. This position will be located within any of the HATP service locations based on community and program requirements.

Background:

Health Access Thorncliffe Park (HATP) is committed to providing coordinated Health & wellness services to the Thorncliffe Park community. It is an innovative partnership between Flemingdon Health Centre (FHC) and TNO-The Neighbourhood Organization (TNO) funded by the TC-LHIN. HATP is a community-driven initiative aimed to enhance interdisciplinary comprehensive primary health care, improve access to health, social, and community services in Thorncliffe Park.

Note: This is a HATP-FHC position.

Position Summary:

The Medical Secretary will work as part of a community based interdisciplinary team, providing administrative support for HATP services and programs. This position requires that the candidate is friendly, professional, and organized and can work collaboratively and respectfully with all clients, service providers, and community partners. The job includes significant amounts of multi-tasking, but the ideal candidate will know how to prioritize work, demonstrate empathy and patience, and provide personalized, compassionate service.

General Administrative and Reception

- Greet clients and provide friendly customer service, ensuring a welcoming environment for clients, providers, and everyone that walks through the door
- Screen new clients to ensure they meet HATP eligibility criteria
- Contribute to a welcoming environment through sensitive interactions with clients, maintenance of safety and respect for all in the waiting area
- Manage telephone switchboard and direct all calls appropriately
- Address inquiries and provide information, direct individuals to the appropriate area or connects them with appropriate staff, program and/or service as required

- Manages challenging situations in person and on the phone maintaining a calm and collected behaviour and applying de-escalation/defusing techniques
- Manage service-related correspondence, including email, scanning, fax, and mail
- Schedule and maintain appointment calendars and book meeting rooms and/or spaces
- Monitor inventory of office supplies and order as required
- Provide cross coverage for other admin staff during lunch breaks, vacation, etc.

Administrative Support for Primary Health Care and Allied Health Providers

- Respond to the administrative needs of primary health and allied health teams including scanning, faxing, photocopying, filing tasks, taking meeting minutes, developing flyers
- Manage provider schedules on electronic medical records, confirm client appointments, tests, referrals, follow-ups and manage client-related correspondence
- Maintain a specialist provider contact list
- Provide basic admin support for group program delivery and manage client referral lists/waitlists for programs and services

Data Collection / Documentation

- Support the registration process of new clients and ensure data is updated
- Complete and maintain accurate documentation, including in electronic medical record system, PS Suite
- Support the analysis of data and relevant information to compose reports, compile statistics, and prepare letters, memos, and agendas

Organizational Responsibilities

- Participate in the committees, team meetings and program delivery of HATP
- Participate in continuing education activities and assist in the in-service training of employees
- Participate in continuous quality improvement initiatives and make a recommendation for policy and/or procedural improvements
- Support HATP student and volunteer placement programs and collaborative partner initiatives at HATP Sites
- Other activities as assigned by the Clinical Program Coordinator, or other HATP leadership

Skills and Qualifications:

- Secondary School Diploma or equivalent. Post-secondary education an asset.
- Medical Secretary certificate or equivalent and experience working in a health care setting
- Excellent interpersonal, oral/written communication skills
- Demonstrated cultural competency and experience working with diverse communities and newcomer populations
- Knowledge of and commitment to anti-racist and anti-oppressive principles and practice
- Experience working with an electronic medical record system preferably PS Suite
- Working knowledge of medical terminology
- Proficiency in computer applications including Windows, Microsoft Office programs, email and technical competency in the use of office equipment (including photocopier/fax, phone system)

- Excellent organizational, coordination and multitasking skills with an ability to be flexible and respond to fluctuating workloads
- Strong analytical and problem-solving skills
- Experience handling confidential or sensitive information and knowledge of applicable privacy laws
- Meticulous records maintenance skills and ability to maintain filing systems and basic databases
- Ability to work effectively independently and in an interdisciplinary collaborative team environment
- Second language relevant to catchment area is an asset
- Vaccines (COVID-19 and others) are a requirement of the job pursuant to the Ontario Human Rights Code

Note: This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining. For more details on benefits and entitlements, please refer to our collective agreement here: <https://sp.ltc.gov.on.ca/sites/mol/drs/ca/Ambulatory%20Health%20Care%20Services/621-88231-22.pdf>

Application Deadline: June 10, 2022 by 5pm Eastern Time

Application Process: Qualified applicants are invited to submit their application online at:

<https://www.jobillico.com/en/job-offer/flemingdon-health-centre.cUkdNk/medical-secretary-contract/10431371>

We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive an acknowledgment. Please note that a criminal background check (Vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.