

Medical Secretary

Don Mills Diabetes Education Program (DMDEP)

Background: Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto's most dynamic neighborhoods; Flemingdon Park, Fairview and Thorncliffe Park: FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Health Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement. We are primarily funded through the Ministry of Health and Long-Term Care/Ontario Health (formerly: Toronto Central Local Health Integration Network TC-LHIN).

At FHC, we know that health is about much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes: education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

Purpose: The successful candidate will be a part of the Don Mills Diabetes Education Program multidisciplinary team of nurses and dietitians who provide diabetes education and management services to those clients living with Type 2 diabetes, prediabetes or are at high risk. This includes assessment, group education sessions and individual counselling, onsite or offsite. Don Mills DEP has successfully met the Standards for Diabetes Education in Canada and has been granted national recognition by Diabetes Canada. The candidate will also be required to provide administrative support to Population Health and Wellness (PHW) teams. Key to this role will be the significant level of multi-tasking, but the ideal candidate will know how to prioritize work, demonstrate empathy and patience and provide personalized service.

Employment terms: Regular Full Time (35 hours/week, evenings and weekend hours can be expected)

Salary Range: \$35,435- \$42,519 per year along with extended health benefits and pension plan

Reporting to: Manager, Chronic Disease and Mental Health

Responsibilities include:

DMDEP Team Support

- Provide customer service for the entire health center at all times ensuring a welcoming environment for clients, providers and everyone that walks through the doors
- Contributes to a welcoming environment through sensitive interactions with clients and staff, maintaining safety and respect for all in the waiting area

- Address inquiries and provides information, directs individuals to appropriate area or connects them with appropriate staff, program and/or service as required
- Collate service/program evaluation and statistics data and prepare monthly/ quarterly reports; create personal development groups for onsite and offsite programs
- Maintain client records, resource and referral directories
- Coordinate referrals, interpreter bookings, group session registration, program room booking, etc.
- Schedule and maintain client appointments, program activities and arrangements with community partners
- Prepare and organize flyers, brochures, posters, display materials, slides and other presentation materials, as well as samples and hand-outs both for internal and external events
- Order office and program supplies, including program snacks; maintain the organization and inventory of supplies and educational resources; track TTC usage
- Coordinate team members' schedules and meeting arrangements; prepare meeting minutes
- Support outreach effort and program promotion among various stakeholders

PHW Team Support

- Draft, format, edit/proof, copy, collate and distribute materials and, where appropriate, coordinate the translation of documents
- Registers new clients and support PDG encountering with the Population Health and Wellness Team
- Support the development, updating and quarterly dissemination of the quarterly brochure
- Act as a point of contact for internal and external inquiries via phone and e-mail including, as appropriate, responding to inquiries from the program participants and health service providers which may be of an urgent and sensitive nature
- Assist the Program Team in the day-to-day duties of program administration
- Support the outreach efforts and program promotion among various stakeholders
- Other duties as directed by Manager or designate

Qualifications, Skills and Proficiencies:

- High school diploma or equivalent. Post-secondary education is preferred
- Two to five years administrative experience in a healthcare setting
- Proficiency in Microsoft Office – Word, Excel, PowerPoint, Publisher, Outlook
- Demonstrated skill in data entry and report writing
- Experience in PSS (electronic medical record system) an asset
- Demonstrated sensitivity to working in a culturally diverse environment
- Ability to communicate in languages other than English an asset
- Excellent communications skills, both written and verbal
- Excellent organizational and coordinating skills to respond to fluctuating workloads



- Excellent interpersonal skills to liaise with community professionals and staff
- Ability to work independently and collaboratively in an inter-disciplinary team environment
- 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: August 06, 2022, 5:00PM EST

Application Process: Qualified applicants are invited to submit an electronic resume and cover letter in MS Word or PDF format online at:

<https://www.jobillico.com/en/job-offer/flemingdon-health-centre.cUkdNk/medical-secretary/10705950>

We thank all applicants for their interest but regret that only those selected for an interview will receive acknowledgement. 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.