



## Job Posting

### Medical Secretary- Relief

**Summary:** 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 Healthy 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 believe that health is 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.

**Position Summary:** To provide administrative support to primary health care, allied health and community programs. We're looking for professionals who believe that patients should be treated as people rather than numbers in a file, and who understand the value of compassionate service. The job includes significant amounts of multi-tasking, but the ideal candidates will know how to prioritize work, demonstrate empathy and patience and provide personalized service.

This position requires the candidates to be friendly, professional, organized and supportive, working and communicating effectively with clients, other team members and providers.

#### **Benefits of working at FHC:**

- Unionized work environment
- Work in a multi-disciplinary team setting that is driven and passionate about supporting *Strong Healthy Communities*

**Employment terms:** Relief – Hours Varies (To be contacted for shifts as needed. Evenings and weekend hours can be expected. Must be available during the week (flexible) for 9-5pm schedule)

**Pay range:** \$19.47- \$23.36 per hour (in addition to 4% vacation pay)

**Expected Start Date:** As soon as possible

**Reporting to:** Manager, Primary Health Care

**Location:** Across all sites (Flemingdon, Fairview and HATP)

### Responsibilities include:

- Provides customer service for the entire health centre 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, maintenance of 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
- Assess new clients/walk-in clients/emergency situations and contacts nurse on call for client triage
- Verifies and/or updates all client demographic data when the client arrives for their appointment
- Makes diagnostic/specialist appointments and follows up with clients.
- Maintain list of specialists to whom clients are referred
- Books interpreters as required and confirms invoicing.
- Books, cancels and reschedules appointments as needed
- Manages challenging situations in person and on the phone maintaining a calm and collected behaviour and applying de-escalation/defusing techniques
- Screens potential new clients to ensure that they live in the catchment area and have a valid Health Card or proper documentation regarding their status in the country. For those who do not live in the catchment area, they are directed to a Community Health Centre in their area
- Responsible for telephones including answering calls, retrieving messages from and connecting to answering service
- Provides cross coverage for other admin staff during lunch breaks, vacation, etc.
- Conducts administrative tasks & provides backup as required.
- Supporting the collection/entering of health equity data
- Documents role & department procedures as required. Make recommendations for policy and/or procedural improvements achieving quality and efficient workflow processes
- Updates job knowledge by participating in educational opportunities; reading professional publications; understanding FHC population health needs and emerging needs of new residents (i.e. Roma population etc.)
- Adheres to FHC policies and procedures
- Initiates procedures related to privacy breaches while ensuring privacy policies and procedures are followed at all times
- Participates in QI problem solving
- Participates in FHC Committees & Working Groups
- Providing team support by helping other team members during busy times and providing back up support
- Other duties as required

### Qualifications:

- Secondary School Diploma or equivalent. Post-secondary education an asset
- Medical Secretary certificate or equivalent
- 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
- Familiarity with using an electronic medical record system (PS Suite experience a plus)
- Proficiency in typing and in the use of computers and various software and applications such as MS Office, Microsoft 365 and other web-based tools
- Ability to work independently and collaboratively in an interdisciplinary team environment
- Experience handling confidential and sensitive information, knowledge of applicable privacy laws
- Demonstrated cultural competency and experience working in diverse communities and marginalized communities
- Knowledge of and commitment to anti-racist, anti-oppressive principles and practice
- The ability to speak other languages, preferably Farsi, Pashto, Slovak, Czech, Arabic, Mandarin, Urdu, Hindi or Tamil an asset
- Ability to work flexible hours- must have availability during the week between 9-7pm
- 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:** Sept 23, 2022 by 5:00 pm 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-relief/10942839>

Please include a cover letter and resume in a single file with your name in the file name.

*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 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.*