fhc FLEMINGDON HEALTH CENTRE

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Job Title:	Medical Secretary
Employment terms:	12 months Contract, (1 FTE), evening and weekend hours may be expected.
Salary range:	$23.03 to $27.44 per hour plus 4% vacation pay and HOOPP pension plan, depending on eligibility
Expected start date:	ASAP
Expected end date:	October 30, 2027
Number of positions:	1
Reporting to:	Clinical Program Supervisor or designate
Locations:	10 Gateway Blvd, North York, ON
Application deadline:	October 26, 2026, by 5:00 PM Eastern Time
Vacancy Status:	Existing Position
Unionized Position:	Unionized
Application Process:	Qualified applicants are invited to submit their application online using the link below: www.jobillico.com/en/job-offer/flemingdon-health-centre/medical-secretary-1-year-contract/17623221
Please include a cover letter and a resume in a single file.	

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 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.

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 clients 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.

Responsibilities include:

- Always provides customer service for the entire health centre 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.
- Addresses inquiries and provides information, directs individuals to appropriate area or connects them with appropriate staff, program and/or service as required.
- Assesses 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.
- Maintains list of specialists to whom clients are referred.
- Maintains up to date medical records by timely uploading incoming faxes and scanning relevant documents.
- 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 including both front desk and back-office duties, & provides backup as required.
- Supports the collection and data entering of socio economic and demographic data.
- Makes 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 always followed.
- Participates in QI problem solving and contributes to continuous improvement within the team.
- Participates in FHC Committees & Working Groups
- Provides team support by helping other team members during busy times and providing back up support as required.
- Other duties as required.

Skills and Qualifications:

- Secondary School Diploma or equivalent. Post-secondary education an asset
- Medical Secretary certificate or equivalent
- 1-2 years of experience working as a medical secretary in a health care or hospital setting.
- 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, Dari Spanish, Slovak, Czech, Arabic, Mandarin, Urdu, Hindi, or Tamil an asset.

Note: This is a bargaining unit position with UFCW. Terms may be altered because of collective bargaining. For more details on benefits and entitlements, please refer to our collective agreement here: Collective Agreements Portal (gov.on.ca)

We encourage applications from individuals who identify with the diverse communities we serve. Only applicants selected for an interview will be contacted. A vulnerable sector criminal background check is required. Accommodation will be provided throughout the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. FHC does not use Artificial Intelligence in recruitment. To report a suspected fraudulent posting, contact Flemingdon Health Centre at 10 Gateway Boulevard in Toronto.