



Medical Secretary

1 Full-time regular position, 1.0 FTE (35 hrs/week), Bargaining Unit – UFCW Local 175

Parkdale Queen West Community Health Centre (Parkdale Queen West CHC) is a dynamic, community-based health care organization serving mid-west downtown Toronto. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers.

General Responsibilities: The Medical Secretary provides initial and ongoing personal and telephone contact to the Clinics' clients, visitors and staff. Working with other Medical Secretaries to ensure the smooth operation of the reception area, the position performs secretarial and administrative duties and assists other staff in their administrative and professional duties as required. **Majority of work will be based at the Parkdale site and the position may be expected to work across sites.**

Reporting Manager: Supervisor, Clinical and Allied Health Services

Specific Responsibilities:

1. Contributes to a welcoming environment through sensitive interactions with clients, maintenance of safety and respect for all in the waiting area
2. Ascertain client's needs, provides appropriate referrals and information as required
3. Establishes rapport with clients to build trust and promote effective service use.
4. Coordinates client services with other providers through making appointments with specialists and other agencies and informing clients of appropriate schedules
5. Prepares, maintains, updates, retrieves, tracks and files charts manually and electronically
6. Produces referrals and correspondence as directed by the clinical staff
7. Maintains appointment scheduling template and an up-to-date resource and referral directory
8. Revises providers' schedules
9. Responsible for the in-coming and out-going mail
10. Responsible for the document management and distribution systems and maintains inventory of necessary forms and office supplies. Responsible for telephones including retrieving messages from answering service
11. Assists in programs as required, for example, harm reduction resource distribution

Qualifications:

1. Secondary school diploma
2. Medical secretary certificate or equivalent relevant work experience.
3. Two to five years office experience in a health setting.
4. Knowledge of PS suite of EMR would be an asset
5. Proficiency in typing and using computer and various software applications e.g. word, database, and spreadsheets.
6. Proficiency in language (s) other than English considered an asset.
7. Established administrative and organizational skills gained through several years' office experience.
8. Previous experience in community health/social services preferred.

Compensation: \$37,825 to \$45,540 per annum

If you are interested in joining a creative and dedicated team to make things better, we want to hear from you. Please send your resume and cover letter in a single document (MS Word or PDF format only) to [hiring@pqwchc.ca](mailto: hiring@pqwchc.ca) quoting "Medical Secretary - PD" in the subject line. Internal candidates please submit application by 5:00 pm of October 21, 2020. External applicants the deadline for application is October 28, 2020. We truly appreciate your interest; however, only those candidates selected for an interview will be contacted. Please also note that the successful candidate will be required to provide a criminal reference check as a condition of employment.

PQWCHC is committed to the principles of access and equity. PQWCHC is committed to building an organization that reflects the diversity of communities we serve. We encourage applications from members of Indigenous, Black and other racialized communities; Two-Spirit, non-binary, LGBTQ people; people with disabilities; and members of other equity seeking groups. Accommodations are available on request. Parkdale Queen West CHC is in full compliance of the Ontario Human Rights Code and does not discriminate on the ground of records of offenses.