PARKDALE QUEEN WEST Community Health Centre

JOB POSTING
Full-Time Regular Position
Queen West Site
Job ID: 2026-113

Medical Secretary

One (1) Full-time Regular Position at 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 Queen West site and the position may be expected to work across sites.**

Reporting Manager: Administrative 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. Ascertains 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: $41,547 to $50,021 per annum, plus Healthcare of Ontario Pension Plan (HOOPP).

If you are interested in joining in a creative and dedicated team, we want to hear from you! Applicants, please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: https://pqwchc.org/contact/employment/

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Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a full series of COVID-19 vaccinations (2 doses, plus booster within 6-12 months) 14 days before starting employment.

PQWCHC is committed to the principles of access and equity. PQWCHC is committed to reflecting the diversity of the communities it serves and we encourage applicants who reflect Toronto's indigenous, LGBTQ2, racial, and cultural diversity. We welcome and encourage applications from all qualified candidates, including people with disabilities. 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.