



Medical Secretary - Relief

Ongoing Relief Pool

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 for the Clinics' clients, visitors and staff. Working with other Medical Secretaries to ensure the smooth operation of the reception function, the position performs secretarial and administrative duties and assists other staff in their administrative and professional duties as required.

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. Ascertains client's needs, provides appropriate referrals and information as required
3. Establishes rapport with clients in order to build trust and promote effective service use.
4. Coordinates client services with other providers through making appointments with specialists and other agencies and informs clients of appropriate scheduling
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 Nightingale on Demand would be an asset
5. Proficiency in typing and in the use of computers and various software applications e.g. word processing, 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: \$20.78/hr to \$25.02/hr + 4% in lieu of vacation

If you are interested in joining with a creative and dedicated team to make things better, we want to hear from you! Please send your resume and cover letter (including your availability) in a single document (MS Word or PDF format only) to hr@pqwchc.ca, quoting "**Medical Secretary-Relief**" in the subject line. 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 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.