



Program Secretary

One (1) Full-Time, 1.0 FTE (35 hours/week), Bargaining Unit - UFCW Local 175

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. 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. PQWCHC is a multi-sited organization.

We are seeking an experienced Program Secretary who shares our passion for making a difference; you see this role as an opportunity to take the next step in your successful career while contributing to a vision of ***Inclusive Communities. Responsive Healthcare. Healthier Lives.***

The Program Secretary will, under the general supervision of the Primary Care Administrative Supervisor, provide administrative and organizational support functions. The Program Secretary is able to anticipate and predict challenges and opportunities regarding the smooth administrative functioning of programs within the Primary Care and Health Promotion teams; and is proactive in finding solutions to a range of issues that arise. In addition, the Program Secretary will, on occasion, provide broader support to the Management team. The Program Secretary will provide support, exercising professional discretion at all times.

Responsibilities:

- Provide administrative functions for programs within the Primary Health Care and Health Promotion team
- Liaise with the Primary Care Administrative Coordinator to provide timely information regarding challenges and potential solutions to a range of tasks
- Assist with implementation of PQWCHC's Non-insured Invoice tracking and verification systems.
- Assist in the preparation, design and distribution of organizational forms, signage, program publicity materials, organizational updates and newsletter etc.
- Prepare program flyers, brochures and posters for related programs, services, and events
- Provide administrative support to the Diabetes Education team, including client recruitment and registration for upcoming programs, purchase ordering, and design and circulation of promotional materials
- Order vaccine, labs, Fit tests, and medical supplies in consultation with providers, ensuring verification with a backing slip, following up on back orders, and stocking supplies
- Maintain vaccine and diabetes fridges and HIV kit cooler
- Maintain purchasing protocols including purchase order and inventory systems
- Maintenance of exam rooms and replenish supplies as needed
- Maintenance of pharmacy
- Support the team in the distribution of tokens, food vouchers, and managing petty cash
- General office duties including word processing, faxing, and photocopying
- Perform back-up reception and medical secretary coverage, and assists in the orientation and training of relief staff as required
- Minute taking for clinical , medical secretaries team meetings and working groups
- Coordinate internal and external communication regarding related current and upcoming programs, service cancellation and closure
- Supports the website; job postings, Program Calendar updates, monthly program updates, display TVs updates
- Creates and maintains schedule templates for clinical and allied health providers as instructed by Clinical manager
- Provide organizational and administrative support to Directors and Managers as required

Qualifications:

- An undergraduate degree, medical secretary diploma, or college diploma or equivalent experience in a related field
- Demonstrated knowledge in implementing systems for administrative and organizational support.
- Ability to multi-task, set priorities and anticipate change
- Proactive in identifying challenges and opportunities regarding the smooth functioning of the team
- Demonstrated understanding of working within an anti-oppression and anti-racist framework
- Excellent interpersonal skills
- Excellent verbal and written communication skills
- Proficiency in the use of various software applications including Excel and Microsoft Word XP, Outlook
- Some flexibility in hours will be required
- Demonstrated understanding and application of principles of Access and Equity

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.



Compensation: \$41,547 to \$50,021 per annum, plus Group Benefits and HOOPP (Healthcare of Ontario Pension Plan).

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/>

Job ID: 2025-063

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.