

Supervisor, Primary Care Administration

One Regular Full-Time Position (37.5 hours/week)

Parkdale Queen West Community Health Centre (PQWCHC) 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. PQWCHC is a multi-sited organization.

A progressive leader, committed to anti-oppression, cultural awareness, and responsiveness in working across diverse populations, you will welcome this opportunity to contribute to a vision of **Inclusive Communities. Responsive Healthcare. Healthier Lives.**

Reporting to the Manager, Clinical and Allied Health, the Administrative Supervisor is responsible for the day-to-day operations of the PQWCHC Administrative Support team at our Queen West site. The Supervisor will hire, train, and manage the administrative team (Medical Secretaries, Intake Worker, Program Secretary) and ensure appropriate policies and procedures are developed and implemented for client and clinician support, including client engagement and behaviour de-escalation. The Supervisor is also responsible for technical/admin support to ensure efficient operations, for reviewing and approving requests for payment of services for uninsured clients, for engaging in or leading quality improvement and audit processes.

Experience and Qualifications:

- Three to five years administrative/supervisory experience, preferably in a community health or public health environment.
- Undergraduate University degree or College education an asset.
- Medical Secretary certificate or equivalent combination of education and work experience; strong knowledge of medical terminology.
- Demonstrated experience in developing projects and/or leading teams or activities.
- Demonstrated organizational, interpersonal, office, communications, and supervisory skills.
- Strong knowledge and utilization of electronic medical record systems; knowledge and experience with Practice Solutions Suite is an asset.
- Experience working in and/or managing in a unionized setting is an asset.
- Demonstrated ability to work effectively in a collaborative style with staff.
- De-escalation, crisis intervention and conflict resolution skills.
- Excellent verbal and written communication skills.
- Strong knowledge of issues affecting communities facing access barriers to health care.
- Strong problem-solving and decision-making skills.

Compensation: Competitive salary commensurate with experience, 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! Please send your resume and cover letter in a single document (MS Word or PDF format only) to ecastaneda@pqwchc.ca, quoting “**Admin. Supervisor**” in the subject line. Please submit your application by 5:00 pm on May 15, 2023. 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 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 a booster within 6-12 months ago) 14 days before starting employment.