

QUEEN WEST SITE - PARKDALE QUEEN WEST COMMUNITY HEALTH CENTRE
Medical Secretary – Internal/External Posting
0.4 FTE – Temporary Contract (6 months)
(possibility of temporary increase to 0.6FTE at start of contract)

Parkdale Queen West CHC is a non-profit registered charity, community-based health organization committed to improving the health of community members, particularly those at risk for poverty and discrimination. Our multi-disciplinary approach includes the provision of primary health/dental care, counselling, harm reduction, community development, advocacy, and innovative partnerships with other organizations. Parkdale Queen West is a leader in the development of inner-city health services focusing on the needs of homeless and street involved adults and youth, families, children and individuals living in the catchment area. Parkdale Queen West is a pro-choice and LGBTTO and 2-Spirit -positive organization committed to employment equity and anti-discrimination. Our facilities are fully accessible.

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 performs secretarial and administrative duties and assists other staff in their administrative and professional duties as required.

Accountability:

Medical Secretary reports to the Primary Care Manager

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. Production of referrals and correspondence as directed by the clinical staff
7. Maintains appointment scheduling template and an up-to-date resource and referral directory
8. Revise providers' schedules
9. Responsible for the in-coming and out-going mail
10. Responsible for the document management and distribution systems and maintain inventory of necessary forms and office supplies
11. Responsible for telephones including retrieving messages from answering service
12. Assists in programs as required for example harm reduction and concrete resource distribution

Also responsible for working in a manner that:

- Preserves confidentiality and seeks to minimize risk
- Incorporates health promotion and harm reduction strategies and recognizes the determinants of health
- Incorporates and strengthens interdisciplinary teamwork and a collaborative approach to the Queen West's work
- Respects and values equity, inclusiveness and diversity of communities and individuals
- Contributes to Queen West's activities to collect, analyze and report on data, participates in research as applicable
- Supports Queen West's student and volunteer placement programs
- Maintains competence, and where applicable, a professional license to practice
- Participates actively in team, supervisory and other meetings
- Reflects Queen West's Mission, Values and Service Delivery Approach
- Follows Queen West's policies and procedures
- Communicates clearly, listens accurately, is open to feedback, handles conflict appropriately, displays sensitivity to others
- Participates in Queen West's commitment to becoming a discrimination-free health centre

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. Proficiency in typing and in the use of computers and various software applications e.g. word processing, database, and spreadsheets.
5. Proficiency in language (s) other than English considered an asset.
6. Established administrative and organizational skills gained through several years office experience.
7. Previous experience in community health/social services preferred.
8. Ability to function calmly in a sometimes hectic work environment, using strong communication and conflict resolution skills.

Salary range: \$37,798 - \$45,540 (to be pro-rated to FTE)

Please note that this is a UFCW Local 175 bargaining unit position. The successful candidate will demonstrate a willingness to participate in Parkdale Queen West's commitment to becoming a discrimination-free health centre and an ability to work interdependently and respectfully in a multi-disciplinary team. Languages other than English are an asset. To better represent the communities we serve, applications from members of Aboriginal peoples, racial or cultural minority groups, people with disabilities and LGBTTO and 2 spirit communities are encouraged to apply. Parkdale Queen West is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.

Please forward your cover letter and resume by 5:00 pm Friday, February 23rd 2018 to:
Hiring Committee

E-Mail: [hiring@ctchc.com](mailto: hiring@ctchc.com)

Subject Line: CTCHC Job # PC 19

Parkdale Queen West Community Health Centres

168 Bathurst Street, Toronto ON M5V 2R4

We regret that only those to be interviewed will be contacted.