



## Receptionist/Secretary Permanent, Full Time 35 hours per week

Are you looking to work at where your excellence will shine, professional standards are highly valued and quality of care is respected? Do you want to practice in a setting where your voice helps shape how care is provided; where you work at the centre, in the community and in collaboration with other health care services in West Toronto? **This is an excellent developmental and learning opportunity for someone looking to secure experience in the administration of a medium sized organization.**

The Four Villages Community Health Centre is a non-profit, primary health care facility located in the west end of Toronto. Since 1991, we have been providing primary health care and programs that include treatment, prevention of illness, health promotion, and capacity building primarily aimed at seniors, families with young children, youth and newcomers. We strive to reach individuals and groups in the community who face difficulty accessing the health system.

We have a committed team of professionals – family doctors, nurse practitioners, registered nurses, chiropodists, physiotherapists, occupational therapist, dietitians, social workers, therapists, community health workers and administrative staff. We are currently recruiting for a Receptionist/Secretary.

### **JOB SUMMARY**

The Receptionist/Secretary is an integral part of both the administration support and clinical teams. In addition, the Receptionist is the first step in client intake and service delivery. This position works to ensure that client's needs for access to services and programs are met efficiently and effectively through the management of client flow within the facility. This role also administrates the activities relative to client records and their maintenance.

### **KEY RESPONSIBILITIES**

- Ensures the receipt of clients and facilitates the efficient provision of reception services:
  - receives all clients/visitors, assesses their needs and directs them to appropriate service or program;
  - answers general inquiries about Four Villages and its services and programs;
  - promotes awareness of Four Villages' services and programs;
  - answers, screens all telephone calls and takes messages from clients, consultants, pharmacies, labs and others;
  - initiates crisis response procedures when necessary.
- Ensures the completion of client-related clerical duties and performs client maintenance duties:
  - registers clients; creates and maintains electronic client charts;
  - schedules new and follow-up appointments for clients;
  - books diagnostic appointments for clients as needed (i.e. ultrasound, x-ray, etc.);
  - notifies clients about lab/diagnostic results as per provider directions;
  - ensures accurate data entry of mandatory client information in computerized clinical software application in a timely manner (i.e. socio-demographic form);
  - scans incoming client-related documents into the client's electronic chart;
  - assists with release of client information as per client consent.
- Performs administrative support duties:
  - opens and closes Four Villages and ensures all security systems are functional (locking of doors, setting alarm, etc.); maintains waiting room area;
  - receives and distributes mail; prepares all mail and parcels for mailing or courier;
  - receives monetary donations and corporate membership fees and submits to administration;

- maintains the front desk area stocked with essential office supplies and efficiently organized;
- distributes client satisfaction and other organizational surveys and forms as necessary.
- Team functions:
  - works as a team between locations as required;
  - attends and participates in appropriate meetings;
  - works during both regular and extended hours of operation in locations identified by the Four Villages;
  - other duties as required.

## QUALIFICATIONS

- diploma in health, social services or office administration or relevant combination of academic preparation and demonstrated equivalent experience;
- three to five years of Reception or Administrative support experience in a fast paced environment, preferably a community health care or social services setting or in organizations that serve marginalized communities;
- medical terminology certificate is essential;
- proficiency in word processing with a minimum typing speed of 40 words per minute;
- proficiency in the use of computers, various software applications, including computerized clinical information systems software;
- experience with a multi-line telephone system;
- solid knowledge of and proficiency in primary care office procedures;
- excellent interpersonal skills with clients in a culturally diverse practice population and with colleagues;
- excellent verbal and written communication, decision-making, problem-solving, conflict and time management skills;
- demonstrated ability, commitment to and knowledge of community health care;
- excellent organizational, multi-tasking skills and ability to set priorities in a fast-paced environment;
- demonstrated experience in crisis prevention and de-escalation;
- experience with multi-line telephone system;
- ability to speak a second language, relevant to catchment area populations, is an asset.

**Hours of work:** 35 hours of work per week, Monday to Friday  
**Salary:** Annual salary range of \$32,299 - \$38,914 (based on qualifications) plus excellent benefits including vacation days (e.g. 20 days for full-time) and professional development days (e.g. 10 days for full-time), RRSP contributions  
**Application Deadline:** December 4, 4:00 pm

Interested candidates should e-mail their resume **along** with a cover letter to: [jobs@4villages.on.ca](mailto:jobs@4villages.on.ca) (Subject: Receptionist), or fax to 416-604-3367. Please note, applications without a cover letter will not be accepted.

*We thank all the applicants for their interest and advise that only those selected for an interview will be contacted. The Four Villages Community Health Centre is an equal opportunity employer and encourages resumes from people who are reflective of the diverse communities we serve. Reasonable accommodation will be provided in all parts of the hiring process as per resources available to us. If you require any accommodation, please advise Human Resources Generalist. Four Villages is a scent-free environment.*