



Relief Receptionist/Secretary (On-Call Basis, Immediately)

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.

POSITION SUMMARY:

The Receptionist/Secretary is an integral part of both the administration support, clinical and non-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

- Efficient provision of reception services as per established protocols and practice, such as:
 - receiving all clients/visitors, assessing their needs and directing them to appropriate services or program,
 - answering and screening of all telephone calls, ensuring that all information is conveyed in a timely and accurate manner to all Four Villages staff.
- Client-related clerical duties, such as:
 - registering new clients,
 - creating and maintaining client electronic charts,
 - scheduling appointments for clients,
 - ensuring accurate data entry of client information in computerized clinical software application,
 - making photocopies and sending facsimiles as required.
- Administrative support duties, such as:
 - closing Four Villages by ensuring all security systems are functional,
 - ensuring answering service is operational,
 - receiving and distributing deliveries and mail,
 - maintaining waiting room area.
- Team functions, such as:
 - working between locations as required,
 - complying with all relevant Four Villages policies, procedures and protocols,
 - respecting and valuing diversity of communities and individuals.

QUALIFICATIONS

- High school diploma, certificate/diploma-level in secretarial/office administration education, or equivalent relevant experience;
- Excellent organizational, multi-tasking skills and ability to set priorities in a fast-paced environment, preferably a community health care setting or in organizations that serve marginalized communities;
- Excellent communication and interpersonal skills;
- Understanding of medical terminology, certificate in medical terminology an asset;
- 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 system software;
- Experience with multi-line telephone system;
- Experience in office procedures;
- Ability to speak a second language, relevant to catchment area populations, is an asset.

Hours of work: On-Call Basis
Salary: Hourly Rate \$17.85 plus 4% in lieu of vacation
Start Date: Immediately
Application Deadline: Until position filled

Interested candidates should e-mail their resume along with a cover letter to: jobs@4villages.on.ca (Subject: Relief Receptionist), or fax to 416-604-3367.

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.