



JOB DESCRIPTION

Title: Medical Reception and Administrative Assistant, Health Access Thorncliffe Park (HATP)

Employment Terms: Regular Full Time (35 Hrs/Week with flexibility to work in evenings and weekends)

Salary Range: \$32,009-\$39,057/year with benefits

Expected Start Date: June 2019

Reporting To: Manager, Primary Health Care

Location: Health Access Thorncliffe Park (HATP) sites. This position will be located within any of HATP service locations based on community and program requirements.

Note: This is a HATP-FHC position

Background:

Health Access Thorncliffe Park (HATP) is committed to providing coordinated Health & Wellness services to the Thorncliffe Park community. It is an innovative partnership between Flemingdon Health Centre (FHC) and TNO-The Neighbourhood Organization (TNO) funded by the TC-LHIN. HATP is a community driven initiative aimed to enhance interdisciplinary comprehensive primary health care, improve access to health, social and community services in Thorncliffe Park.

Position Summary:

The Medical Reception and Administrative Assistant, will work as part of a community based interdisciplinary team, providing reception coverage and administrative/clerical support for HATP services and programs. This position requires that the candidate to be friendly, professional and organized and is able to work collaboratively and respectfully with all clients, providers and community partners.

Responsibilities:

General Administrative

- Greet clients and provide information on HATP programs and services, and applicable community services
- Screen new clients to ensure they meet HATP eligibility criteria
- Provide information and supportive services to other referring agents, respond to general enquiries and liaise closely with other service providers to ensure optimum delivery of services
- Manage telephone switchboard and direct all calls appropriately
- Manage service-related correspondence, including email, scanning, fax, and mail
- Independently respond to both verbal and written inquiries

- Schedule and maintain appointment calendars and book meeting rooms and/or spaces
- Assist with vacation coverage
- Monitor inventory of office supplies and order as required

Administrative Support for Primary Health Care and Allied Health Providers

- Respond to the administrative needs of primary health and allied health teams including scanning, faxing, photocopying, filing tasks, taking meeting minutes, and designing flyers and presentations
- Manage provider schedules on electronic medical records, confirm client appointments, tests, referrals, follow-ups and manage client related correspondence
- Maintain service provider contact list
- Work collectively to manage client waitlists for programs and services

Data Collection / Documentation

- Support the registration process of new clients and ensure data is updated
- Complete and maintain accurate documentation, including in electronic medical record system, Nightingale on Demand
- Share information collected from patients with the appropriate HATP team members.
- Support the analysis of data and relevant information to compose reports, compile statistics, and prepare letters, memos and agendas

Organizational Responsibilities

- Participate in the committees, team meeting and program delivery of HATP
- Participate in continuing education activities and assist in the in-service training of employees
- Participate in continuous quality improvement initiatives and make recommendation for policy and/or procedural improvements
- Support HATP student and volunteer placement programs and collaborative partner initiatives at HATP Sites
- Other activities as assigned by the Manager, Primary Health Care

Skills and Qualifications:

- Diploma/certificate in Medical office administration or equivalent with 2 years of experience in a health care setting
- Excellent interpersonal, oral/written communication skills
- Demonstrated cultural competency and experience working with diverse communities and newcomer populations
- Knowledge of and commitment to anti-racist and anti-oppressive principles and practice
- Experience working with an electronic medical record system preferably Nightingale On-Demand (NOD)
- Working knowledge of medical terminology
- Familiarity with (IFH, OHIP and uninsured) billing preferred
- Proficiency in computer applications including Windows, Microsoft office programs, email and technical competency in use of office equipment (including photocopier/fax, phone system, projectors)
- Excellent organizational, coordination and multitasking skills with an ability to be flexible and respond to fluctuating workloads and client crises

- Strong analytical and problem-solving skills
- Experience handling confidential or sensitive information and knowledge of applicable privacy laws
- Meticulous records maintenance skills and ability to maintain filing systems and basic databases
- Ability to work effectively independently and in an interdisciplinary collaborative team environment
- Second language relevant to catchment area is an asset

Note: This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining.

Application Deadline: May 27, 2019 by 5pm EST

Application Process: Qualified applicants are invited to submit their application online at:

www.jobillico.com/fast-postulation/2893613

Please include a cover letter and resume in a single file with your name in the file name

We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.