

## External Job Posting

**Position Title:** Medical Secretary

**Posting Deadline:** Until Filled

**Employment Status:** Permanent Part-time

**Hours of Work Schedule:** 17.5 hours per week

**Position Reports To:** Manager, Clinical Services

**Director:** Director, Clinical Services

**Salary Range:** Annualized salary range \$42,959 - \$46,000 is commensurate on skills and experience, plus optional participation in HOOPP.

**Primary Location:** Oshawa, flexibility to travel between all clinic locations (Oshawa, Ajax and Pickering)

### Organization overview:

**Carea Community Health Centre (Carea)** is a registered, charitable organization providing a wide range of free services and programs to community members across Durham Region.

We are an interprofessional group of staff that include team members such as physicians, specialists, healthcare staff, mental health professionals, program, and support staff. Our expert team provides a wide range of healthcare, mental health, and social services that are inclusive, equitable and accessible to all. Carea's comprehensive services address the complex picture of human health. This means we consider the social, emotional, economic, health and developmental circumstances an individual is experiencing when accessing services. We partner with clients to improve their own health and wellness.

We strive to be accessible to community members who face barriers such as culture, gender, age, geographic isolation, homelessness, language, physical and/or cognitive disabilities, poverty, sexual identity, and race.

### Position Overview

The Medical Secretary will be a welcoming, effective, collaborative member of the Agency's Clinical Services, Primary Care inter-professional team. The Medical Secretary works within the Administrative Support Team (AST) to support our primary care service providers. These include the Registered Nurses, Nurse Practitioners, Physicians and Dietitians on our Medical Services Team (MST) and the Therapists (Registered Social Workers and Registered Psychotherapists) on our Counselling Services Team (CST). The Medical Secretary will be the first point-of-contact for clients in our community which often includes people who are marginalised and at-risk with respect to the social determinants of health.

### Key Responsibilities

- Actively contributes to developing and maintaining a welcoming environment for Carea clients and our community by demonstrating a non-judgmental, respectful, and accepting approach to client care – whether meeting clients face-to-face or speaking to clients by telephone.
- Demonstrates excellent customer service skills for our internal and external clients and stakeholders.

- Provides accommodation and maintains accessibility for clients as needed, whenever possible.
- Able to maintain active awareness of people entering and leaving Carea facilities, ensuring that clients are checked-in, registered for service(s) and ensuring personal awareness of any special requirements/provisions that are noted in the client's Electronic Health Record (EHR). Example: When clients are checked-in, ensuring that demographic data, emergency contact information and health card information are maintained and updated.
- Share and/or perform the duties of "Receptionist" when required – and effectively connect clients with the right service at the right place, at the right time.
- Opening and closing Carea facilities from time-to-time, by following established policy and procedures to ensure client timely access to service and that the building is secured.
- Flexibility to work or drive to meetings at any of Carea's clinical locations in our service area, as required.
- Ability to work a flexible schedule with at least one evening per week.
- Actively maintain awareness and understanding of Carea services and programs.
- Day-to-day duties of the Medical Secretary include: responding to client and community questions, booking intake and follow-up appointments appropriately, registering new clients, screening and prioritizing of client calls, working with third-parties to arrange and make referrals (e.g., specialist appointments etc.), updating and ensuring that client Electronic Health Record (EHR) is accurate and up-to-date (e.g., scanning, faxing, photocopying, mail distribution and filing are completed in an accurate and timely manner). Responsibilities also include ensuring specific MST and CST workflow processes are followed and that client forms are updated/maintained and utilised according to policies, procedures and/or practices. Medical secretary is also responsible for ensuring on-call schedule for providers is maintained.
- Ontario Telemedicine Network (OTN) responsibilities include accepting third-party requests for OTN services, registering clients, and assisting with setup of video conference equipment.
- Actively collaborating with MST service providers (e.g., RN) to pick up vaccines from Public Health, to prepare purchase orders and maintain medical supplies for the MST.
- Actively lead, participate and/or partner on internal and external projects or committees as assigned. This could include participation in various operational initiatives and activities designed to improve team effectiveness and overall workplace success.
- Participate in other Carea CHC staff training activities and team/staff meetings as requested.
- Perform other duties as assigned that are reasonable with the scope of practice for the Medical Secretary.

### **Qualifications**

1. Community College Diploma in Office Administration: Health Services or equivalent.
2. Minimum Three (3) Years of recent experience as a Medical Secretary in a Clinical workplace is preferred.
3. Demonstrated basic understanding of anatomy and physiology, confidentiality and privacy, medical ethics, medical office procedures (including experience in effective use of Electronic Health Record (EHR), medical terminology and transcription and client/patient management – as core competencies learned in college curriculum.
4. Demonstrated ability to support the coordination of collaborative care for clients (i.e., patients) with

the Clinical Teams

5. Demonstrated competence and experience in helping clients who are experiencing complex physical, mental health/addictions needs. Demonstrated knowledge of the work of Community Health Centers (CHCs) and the issues affecting marginalized communities and the social determinants of health. Demonstrates the values of equity, inclusiveness and diversity that are embedded in Carea's Mission, Vision, and Values.
6. Demonstrated knowledge and experience in use of Electronic Health Records (EHR) systems (PS Suite is an asset) and advanced skills in Microsoft Office (e.g., spreadsheets, PowerPoint presentations etc.). Minimum keyboarding speed of 45 net words per minute.
7. Excellent oral and written communication skills in English, including active listening and telephone etiquette.
8. Demonstrated strong interpersonal, conflict management and crisis intervention skills. Applied Suicide Intervention Skills Training (ASIST) is an asset.
9. Excellent attention-to-detail, organizational/planning, time management and problem-solving skills.
10. Demonstrated openness to learning and coaching – not afraid to say, "I don't know, but I will find out."
11. Strong ability to work independently in an inter-professional clinical environment.
12. Ability to work effectively and contribute positively in a changing environment.
13. Access to a car and valid driver's license required.

**Full vaccination against COVID-19 is mandatory for this position (Carea CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).**

**Application Process:**

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to [recruiting@careachc.ca](mailto:recruiting@careachc.ca). This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require

alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to [recruiting@careachc.ca](mailto:recruiting@careachc.ca). Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity