



**The Four Villages**  
Community Health Centre  
Working Together for Whole Health

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

Are you looking to work at where your excellence will shine, professional standards are highly valued and quality of care is respected?

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. This is a unionized position.

### POSITION SUMMARY:

The Receptionist/Secretary is an integral part of both the team at Four Villages. This position works in a fast paced environment to ensure that client's needs for access to services and programs are met efficiently and effectively, manages client flow within the facility and provides support to the clinical and non-clinical teams. This position is on-call basis and does not guarantee minimum hours per month. This job is suited for those who are looking for long term casual job but will NOT be suited for those who are looking for summer job.

### 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,
  - scanning and uploading documents into the electronic chart,
  - 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.

### QUALIFICATIONS

- High school diploma and, certificate/diploma-level in secretarial/medical 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;

- Proficiency in the use of computers, various software applications, including computerized clinical information system software;
- Experience with multi-line telephone system and a very busy front desk environment
- Experience with office procedures in a health care setting;

**Hours of work:** On-Call Basis, must be available to work evening shifts (till 8:00 pm)  
**Salary:** Hourly Rate \$19.30 plus 4% in lieu of vacation  
**Start Date:** Immediately  
**Application Deadline:** June 9, 2020

Interested candidates should e-mail their resume along with a cover letter to: [jobs@4villages.on.ca](mailto:jobs@4villages.on.ca)  
(Subject: Relief Receptionist/Secretary), 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.*