



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

## **RELIEF RECEPTIONIST/SECRETARY** **Contract Part-time** **(17.5 hours per week – 0.50 FTE)**

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.

Are you looking to work at where your excellence will shine, professional standards are highly valued and quality of care is respected? **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, chiropractors, physiotherapists, occupational therapist, dietitians, social workers, therapists, community health workers and administrative staff. We are currently recruiting for a Receptionist/Secretary. 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.

### **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

- 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:** 17.5 hours per week. Must be available to work evening shifts (till 8:00 pm)

**Salary:** Salary range from \$17,544 to \$21,137 per annum (pro-rated to hours worked from \$35,088 to \$42,274 per annum), plus 6% in lieu of benefits and 4% in lieu of vacation or paid vacation entitlement.

**Pension:** Four Villages is a HOOPP employer.

**Application Deadline:** September 28, 2020

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

*If you have any requirements for accommodation due to disability, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per resources available to us.*

*Four Villages is a scent-free environment.*