



EVENING RECEPTIONIST/SECRETARY

**Permanent Part-time
(17.5 hours/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 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, chiropodists, 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 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 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,
 - 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 a 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, use of computers, and 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
- demonstrated ability to work in an inter-professional team environment
- familiarity and understanding of Population Health and Equity in Health Care including an understanding of Anti-Racism and appreciation of Anti-Racism in the Ontario and Canadian context, and in particular Anti-Black Racism and Anti-Indigenous Racism
- excellent verbal and written communication, decision-making, problem-solving, conflict management and time management skills
- demonstrated ability, commitment to and knowledge of community health care
- demonstrated experience in crisis prevention and de-escalation
- ability to speak a second language, relevant to catchment area populations (Spanish, Portuguese, Polish, Ukrainian, Russian, Arabic, Tigrinya), is an asset.

Hours of work: 17.5 hours of work per week:
(Monday, Tuesday and Thursday, 4pm to 8pm, Wednesday, 2pm to 8pm)

Salary: Salary range from \$17,544 to \$21,137 per annum (based on qualifications), plus 10 paid vacation days, 5 paid professional development days and excellent benefits.

Pension: Four Villages is a HOOPP employer.

Application Deadline: **October 1, 2021**

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