



The Four Villages
Community Health Centre
Working Together for Whole Health

Relief Medical Secretary (On-Call Basis, Immediately)

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? Do you want to practice in a setting where your voice helps shape how health care is provided; where you work at the centre, in the community and in collaboration with other health care services in West Toronto?

The Four Villages Community Health Centre provides primary health care to the communities within its West Toronto in the context of the broader social determinants of health. Our primary care, clinical services and a wide range of health promotion programs are available to all residents with a focus on seniors, families with young children, youth and newcomers. Four Villages has two locations in the west end of Toronto. It is funded by the Ontario Ministry of Health and Long-term Care.

To ensure consistency and continuity of care for patients, this position works in close collaboration with the Director, Clinical Services, Program Director and reception staff.

Areas of accountability for the Medical Secretary include (but are not necessarily limited to): secretarial support for clinical staff (primarily physicians and nurse practitioners), being a resource and operations support for reception staff, managing referrals and communication with external specialists/consultants. This is a unionized position

PRIMARY RESPONSIBILITIES:

- Ensures accurate and efficient provision of secretarial services to providers of the Centre:
 - types client related letters, reports and other materials as needed;
 - maintains all provider scheduling templates and updates schedules as required;
 - performs third party billing;
 - coordinates and maintains physicians' on-call schedule:
- Ensures efficient provision of client-related clerical services:
 - prepares referral and consultation letters as directed by providers;
 - manages external referrals with specialists and diagnostic facilities, as directed by providers;
 - notifies patients of their appointments and provides patients with required test/procedure information;
 - books all the shared care psychiatry appointments, notifies patients, makes reminder calls and prepares charts for patients and billing information for psychiatrists;
 - assists with archiving and/or destroying of inactive medical charts as per established protocol;
 - manages all medical secretary to do tasks;
 - handles all transfers of records, and requests for release of personal health information from third parties and individual clients;
 - Maintains accurate documentation in the EMR.
- Performs administrative support duties:
 - acts as a resource on secretarial service and office protocols, policies and procedures for reception staff as needed in areas such as medical terminology, and the booking of consultations;
 - ensures that standard secretarial information tools are complete and current including, but not limited to the referral directory in EMR;
- Performs team functions:
 - verifies non-insured invoices;
 - participates in meetings as required;

- identifies and participates actively in quality improvement initiatives to improve client services and work processes;
- supports orientation of new staff as needed;
- Promotes awareness of and participation in Centre activities;
- Works during both regular and extended hours of operation in locations identified by the Centre;
- Respects and values the diversity of communities and individuals;
- Provides back-up to Receptionist-Secretary as required;
- Other duties as required;

QUALIFICATIONS:

- Diploma or certificate in medical secretarial services from a recognized institution of higher learning, although equivalent knowledge and experience may be considered;
- Minimum two years of experience as a medical secretary or administrative assistant in a clinical or social service setting.
- Medical terminology certificate is essential;
- Thorough knowledge of and proficiency in primary care office procedures;
- Superior interpersonal skills;
- Excellent communication, decision-making, problem-solving, conflict and time management skills;
- Demonstrated commitment to and knowledge of community health care; experience working with populations who are marginalized and may have difficulty accessing primary health care;
- Excellent organizational skills and ability to set priorities in a fast paced environment with good attention to detail;
- Superior judgment, tact and diplomacy;
- Ability to work effectively and independently in an inter-professional team environment; strong team collaboration;
- Knowledge of and proficiency with computer technology including clinical information systems and software;
- Proficiency in word processing;
- Ability to speak a second language, relevant to catchment area populations, is an asset.

Hours of work: On-Call Basis, must be available to work evening shifts (till 8:00 pm)

Salary: Hourly rate range \$21.28 to \$25.61 per hour, plus 4% in lieu of vacation

Pension: Four Villages is a HOOPP employer

Interested candidates should e-mail a resume and cover letter indicating the position title to: Hiring Committee at jobs@4villages.on.ca.

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted.

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Please note Four Villages is a scent-free environment.