

Title	Services and Program Secretary	Classification: Secretary
Position Type	Locum	
Posting Type	External	
Posting Date	2020/01/10	
Salary Range	\$ 35,168 - \$ 42,371	
Make a difference	If you value the opportunity to work for an agency that makes a difference and contributes to the wellbeing for the most vulnerable, come join us. The opportunity is in a Community Health setting.	
About Us	<p>Access Alliance is an accredited Community based agency with a proud history of 30 years. Services are provided at three sites and at over 10 community access points. (AAMHCS) is a committed to and works to improve health outcomes for the most vulnerable immigrants, refugees, their communities and envisions a future in which diverse individuals, families and communities can achieve health with dignity. Access Alliance offers comprehensive annual vacation entitlement, cumulative sick leave entitlement, employee assistance programs. Access Alliance is a HOOPP employer. To learn more about Access Alliance, our programs, services and locations, please visit our website: http://accessalliance.ca/</p> <p>Our dynamic and collaborative inter-professional team includes physicians, nurse practitioners, RNs, RPNs, social workers, dieticians, psychiatric consultants, settlement workers, health promoters and a cutting-edge health interpretation program. We operate three well-equipped and busy centres, covering the city's west end, east end and downtown. All are easy to reach using public transport. The successful candidate will potentially work in all three locations, including Saturdays and at least one evening per week.</p>	
What you will do	<p>We are looking for an experienced, highly organized, focused individual who thrives in an energized environment to provide front and back office administrative support to primary health care and community programs service providers. This includes responding to client and community requests for information in busy community hubs, supporting service access, responding to social services, settlement and health staff support needs, working with partners are required, and ensuring a diverse range of administrative tasks are done efficiently with a commitment to quality. The Services & Programs Secretary is committed to providing excellent customer service and maintaining cooperative working relationships in a team context in support of appropriate resource availability and work flow.</p> <ul style="list-style-type: none"> • Provide a high-level customer service experience for clients on the telephone and in person. • Perform front and back office administrative tasks as per established protocols in support of: Client Communications, Client Services, Primary Health Care, Settlement & Program Support, Records/ Document Maintenance • Respond to needs and issues of key stakeholders (anchor partners, community members and clients, staff, volunteers and students) as directed • Maintain program resources, equipment and supplies management systems • Schedule front desk shifts as well as provide relief reception as requested. • Ability to perform the essential duties of the job. 	

<p>What you need</p>	<ul style="list-style-type: none"> • Medical Administration Certificate or College diploma in Office Administration with combination of education and relevant work experience; • Experience working in a community health setting • Computer Proficiency and experience with Nightingale on Demand (NOD) electronic medical record system and medical terminology • Excellent keyboarding skills and the ability to type at least 55 words per minute; • Excellent communication skills, both written and verbal • Good understanding of barriers faced by newcomers and knowledgeable about community programs and services available to them • Ability to work in a culturally competent manner with a diverse population. • Travel within Toronto and to work flexible shifts including evenings and occasional weekends • Legally entitled to work in Canada • A second language reflective of the agencies client population is preferred
<p>What will set you apart</p>	<ul style="list-style-type: none"> • Excellent organizational skills and demonstrated ability to multi-task • High degree of initiative, judgement and problem solving abilities; • Attention to detail, commitment to error free work • Ability to work independently with minimal supervision. • Demonstrated commitment to continuous learning and professional development.
<p>What next</p>	<p>With Programs and Services Secretary in the subject heading please send your resume and cover letter to: <i>by E-mail:</i> jobs@accessalliance.ca <i>by Regular Mail:</i> Hiring Committee, Programs and Services Secretary Access Alliance Multicultural Health and Community Services, 340 College Street, Suite 500, Toronto, ON, M5T 3A9; No phone calls please.</p> <p>If you are an internal employee, please put Internal in bold in subject line. We are a community-based organization, so you may be asked what you know about the neighborhoods we serve and the challenges they face. We operate from a pro-choice, anti-oppression, and participatory framework. Be prepared to discuss how would you ensure those values are integrated in your day-to-day work.</p> <p>We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check and Vulnerable sector check will be conducted for this position as a condition of employment.</p> <p>We are committed to a workforce reflective of the diversity of the City of Toronto and the communities we serve. We encourage applications from those who provide different perspective and contribute to diverse ideas including those from racialized and LGBTQ communities.</p> <p>AAMHS is an inclusive and equal opportunity employer committed to providing accommodations for applicants upon request at any stage of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Applicants need to make their needs known in advance. Access Alliance encourages a scent-free environment.</p>