



Title	Programs and Services Medical Secretary
Position Type	4 positions (3 Full-time permanent, 1 Full-time Maternity Relief)
Posting Date	March 29, 2022
Expiry Date	April 11, 2022
Type	Internal & External
Short Description	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that is committed to and works to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. We do this by facilitating access to services and addressing systemic inequities. The Centre envisions a future in which diverse individuals, families and communities can achieve health with dignity.</p> <p>Our dynamic and collaborative inter-professional team includes physicians, nurses, social workers, dieticians, psychiatric consultants, settlement workers, health promoters, community based researchers and a cutting-edge Health interpretation program. We operate three busy centres, covering the City's West and East end and Downtown. All are easy to reach using public transport. The successful candidate will be working mainly from AccessPoint on Jane location but, due to Access Alliances multi-site locations, the candidate may also work in all three locations, including Saturdays and at least one evening per week. To learn more about Access Alliance, our programs, services and locations, please visit our website: https://accessalliance.ca/</p> <p>We are seeking 4 experienced, highly organized, focused individuals who thrives in an energized environment to provide front and back office administrative support to a primary health care team 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 and ensuring a diverse range of administrative tasks are done efficiently with a commitment to quality.</p>
Detailed Description	<p>RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Welcoming and providing a high-level customer service experience for clients on the telephone and in person. • Performing front and back office administrative tasks in support of primary health care staff, Settlement & Program staff, clients, community members, volunteers and students • Scheduling patient appointments, preparing and maintaining patient charts, including orderly filing of all results and correspondences received • Reviewing of telephone, facsimile, surface mail and email messages • Forward information to other physicians respecting patient confidentiality and privacy including retrieval of release of information documents as necessary • Maintenance of appointment based staff schedules and processing all dictated clinical notes (i.e. fax to referring physicians) • Working collaboratively with other administrative support staff • Possible redeployment to support AA's COVID response • Other duties as required <p>OTHER SKILLS AND QUALIFICATIONS:</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 • Proficient in Outlook, Word, Excel, and experience with Nightingale on Demand (NOD) electronic medical record system • Excellent keyboarding skills and the ability to type at least 55 words per minute; • Proficient in Medical Terminology • Excellent communication skills, both written and verbal • Good understanding of barriers faced by newcomers and knowledgeable about community programs and



services available to them

- A second language reflective of the agencies client population is preferred
- Excellent customer service and interpersonal skills
- Excellent organizational skills and demonstrated ability to multi-task and work under pressure in an ever-changing environment
- High degree of initiative, judgment and problem solving abilities;
- Attention to detail, commitment to error free work
- Ability to work independently with minimal supervision
- Ability to work in a cultural competent manner with diverse population and within a diverse work environment
- **Travel within Toronto and flexible shifts including evenings and Saturdays**
- Legally entitled to work in Canada

Access Alliance offers comprehensive group benefits coverage, annual vacation entitlement, cumulative sick leave entitlement, employee assistance programs. Access Alliance is a HOOPP employer. In accordance with the Collective Agreement, health benefits, and annual vacation entitlements are only provided if the contract extends past 12 months.

Salary Range: \$35,168 - \$42,371

Hours: 35 hours/week

Duration: [3 Full-time, Permanent] [1 Mat-Relief coverage]

Potential start date: ASAP for the 3 Full-time, Permanent positions. Approximately Mid-June for the Mat-Relief Coverage position.

Bargaining Unit Position: United Food and Commercial Workers, Local 175

Classification: Medical Secretary

Please be advised that our organization requires all staff, students, and volunteers to be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.

Application Method

With **“Medical Secretary”** in the subject heading, please send your **resume and cover letter by 5:00 pm April 11, 2022** at: jobs@accessalliance.ca or **by Regular Mail:** Hiring Committee, Services and Programs Secretary, Access Alliance Multicultural Health and Community Services. 340 College Street, Suite 500, Toronto, ON, M5T 3A9

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position as a condition of employment.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance. **No Phone Calls Please**