



External/Internal Employment Opportunity

Component/Team: Health Services
Status: Permanent, 1.0 FTE Full-time (35 hours per week)
Salary Scale: \$36,155 - \$43,561 annualized salary plus benefits
Start Date: June 25, 2018

Position Description:

The Health Services Medical Receptionist is an integral member of the Health Services Medical Reception Team providing a broad range of administrative services and support to the Health Services component of the Sandy Hill Community Health Centre.

The Health Services Medical Receptionist shall provide the following services: reception services, telephone appointment services, personal appointment services and medical records services to the Health Services Component.

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- High school graduation diploma or equivalent
- Medical Office Diploma an asset
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced +
 - French (oral comprehension): Advanced +
 - French (reading comprehension): Advanced
- Fluency in English, both oral and written

Professional Experience

- Minimum two years secretarial or clerical experience in a medical environment
- Experience working with a broad range of populations, including: youth, street involved, people with or at risk of psychiatric disability, people with addictions, multi-cultural communities and disenfranchised groups
- Experience working with electronic medical records

Knowledge, Skills and Abilities

- Strong interpersonal, organizational and problem-solving skills
- Effective communication skills
- Ability to work under stress with multiple demands
- Ability to use a capacity-building approach in working with clients



- Ability to be flexible, cooperative and work as part of a team
- Ability to work autonomously
- Ability to perform well under stress and to deal with multiple demands and unpredictable days
- Ability to deal effectively with a diverse community of all ages and hard-to-serve clients
- Ability to deal effectively with the public
- Proficiency in the use of computers and various software applications including Nightingale on Demand (NOD), Word, etc.
- Demonstrated flexibility, good judgment, tact, initiative & creativity
- Respects and values the diversity of communities and individuals
- Sensitivity and alertness to signs of a client in crisis
- Pays attention to detail
- Pleasant telephone manner
- Non-judgmental attitude

Reporting Relationship:

The Medical Receptionist reports directly to the Team Leader, Health Services Medical Reception Team and through the Team Leader to the Director of Health Services.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: May 9, 2018

CLOSING DATE: May 21, 2018, 4:00 p.m.