

Vacancy Posting – Maternity-Leave Coverage

Position Title: Medical Secretary**Employment Status:** Fixed Duration Contract (up to 18 months to cover a maternity leave)**Hours of Work Schedule:** 35 hours weekly, with one evening shift per week.**Salary Range:** Salary is commensurate on skills and experience, and within the range of \$38,618 to \$44,769, prorated to hours worked, plus applicable benefits including HOOPP. [Note: this is a unionized role and subject to impending collective agreement]**Position Reports To:** Tanya Johnson, Manager, Primary Care**Director:** Francis Garwe, Director, Clinical Services**Primary Location:** 360 Bayly Street West, Ajax ON**Organization Overview**

Carea Community Health Centre will be the recognized leader in redefining the experience of community based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being. We hold these values equally: (1) **Person Centered**; (2) **Inclusive**; (3) **Compassion**; (4) **Teamwork & Collaboration**; and (5) **Accountability & Reliability**. These five core values embody who we are, how we work, and are fundamental to our culture. Every member of our team demonstrates their commitment to these core values in their everyday activities. These values steer our decision making, guide the delivery of care and services, and govern how we interact with our clients, partners, and each other. Carea will continue to focus on building its capacity to provide a full range of health and wellness services to clients of all-ages across Oshawa, Whitby, Ajax and Pickering.

Position Overview

The Medical Secretary will be a welcoming, effective, collaborative member of the Agency's *Clinical Services, Primary Care* inter-professional team. The Medical Secretary works within the *Administrative Support Team* (AST) to support our primary care service providers. These include the Registered Nurses, Nurse Practitioners, Physicians and Dietitians on our *Medical Services Team* (MST) and the Therapists (Registered Social Workers and Registered Psychotherapists) on our *Counselling Services Team* (CST). The Medical Secretary will be the first point-of-contact for clients in our community which often includes people who are marginalised and at-risk with respect to the social determinants of health.

Key Responsibilities

- Actively contributes to developing and maintaining a *welcoming environment* for Carea clients and our community by demonstrating a non-judgmental, respectful and accepting approach to client care – whether meeting clients face-to-face or speaking to clients by telephone.
- Demonstrates excellent *customer service skills* for our internal and external clients and stakeholders.
- Provides accommodation and maintains accessibility for clients as needed, whenever possible.
- Able to maintain *active awareness* of people entering and leaving Carea facilities, ensuring that clients are checked-in, registered for service(s) and ensuring personal awareness of any special requirements/provisions that are noted in the client's Electronic Health Record (EHR). Example: When clients are checked-in, ensuring that demographic data, emergency contact information and health card information are maintained and updated.

- Share and/or perform the duties of “Receptionist” when required – and effectively connect clients with the right service at the right place, at the right time.
- Opening and closing Carea facilities from time-to-time, by following established policy and procedures to ensure client timely access to service and that the building is secured.
- Flexibility to work or drive to meetings at any of Carea’s clinical locations in our service area, as required.
- Ability to work a flexible schedule with at least one evening per week.
- Actively maintain awareness and understanding of Carea services and programs.
- Given that the Medical Secretary will be assigned to specific MST and CST service providers as their “Buddies”, the Medical Secretary will be responsible to collaborate with their Buddies to ensure that their schedules are managed effectively and efficiently (e.g., maintaining full appointment schedules, recalls made in a timely manner etc.) In turn, this will help enable Carea’s MST and CST service providers to meet the performance targets that are set by our funders: the *Central East Local Health Integration Network (CE-LHIN)* and the *Ministry of Health and Long-Term Care (MOHLTC)* that are described in Carea’s *Multi-Sector Service Accountability Agreement (MSAA)*.
- *Day-to-day duties* of the Medical Secretary include: responding to client and community questions, booking intake and follow-up appointments appropriately, registering new clients, screening and prioritizing of client calls, working with third-parties to arrange and make referrals (e.g., specialist appointments etc.), updating and ensuring that client Electronic Health Record (EHR) is accurate and up-to-date (e.g., scanning, faxing, photocopying, mail distribution and filing are completed in an accurate and timely manner). Responsibilities also include ensuring specific MST and CST workflow processes are followed and that client forms are updated/maintained and utilised according to policies, procedures and/or practices. Medical secretary is also responsible for ensuring on-call schedule for providers is maintained.
- *Ontario Telemedicine Network (OTN)* responsibilities include accepting third-party requests for OTN services, registering clients and assisting with setup of video conference equipment.
- Actively collaborating with MST service providers (e.g., RN) to pick up vaccines from Public Health, to prepare purchase orders and maintain medical supplies for the MST.
- Actively lead, participate and/or partner on internal and external projects or committees as assigned. This could include participation in various operational initiatives and activities designed to improve team effectiveness and overall workplace success.
- Participate in chart reviews, development and implementation of *Quality Improvement Plans (QIP)* and accreditation activities with *Canadian Centre for Accreditation (CCA)*.
- Participate in other Carea CHC staff training activities and team/staff meetings as requested.
- Perform other duties as assigned that are reasonable with the scope of practice for the Medical Secretary.

Qualifications

1. Community College Diploma in *Office Administration: Health Services* or equivalent.
2. Minimum Three (3) Years of recent experience as a Medical Secretary in a Clinical workplace is preferred.
3. Demonstrated basic understanding of anatomy and physiology, confidentiality and privacy, medical ethics, medical office procedures (including experience in effective use of Electronic Health Record (EHR) , medical terminology and transcription and client/patient management – as core competencies learned in College curriculum.
4. Demonstrated ability to support the coordination of collaborative care for clients (i.e., patients) with the Medical Services Team (MST) and Counselling Service Team (CST) service providers.
5. Demonstrated competence and experience in helping clients who are experiencing complex physical, mental health/addictions needs. Demonstrated knowledge of the work of Community Health Centres (CHCs) and the issues affecting marginalized communities and the social determinants of health. Demonstrates the values of equity, inclusiveness and diversity that are embedded in Carea’s Mission, Vision and Values.
6. Demonstrated knowledge and experience in use of Electronic Health Records (EHR) systems and advanced skills in Microsoft Office (e.g. spreadsheets, PowerPoint presentations etc.). Minimum keyboarding speed of 45 net words per minute.
7. Excellent oral and written communication skills in English, including active listening and telephone etiquette.
8. Demonstrated strong interpersonal, conflict management and crisis intervention skills. *Applied Suicide Intervention Skills Training (ASIST)* is an asset.

9. Excellent attention-to-detail, organizational/planning, time management and problem-solving skills.
10. Demonstrated openness to learning and coaching – not afraid to say “I don’t know, but I will find out.”
11. Strong ability to work independently in an inter-professional clinical environment.
12. Ability to work effectively and contribute positively in a changing environment.
13. Current certification in Phlebotomy and medical instrument reprocessing is an asset.
14. Access to a car and valid driver’s license required.

Minimum Key Attributes include: Service-oriented, Collaborative, Team Player, Results-oriented, Accountable, Initiative-taking, Flexible, Adaptable, Collaborative, Effective Communication Skills, Ability to manage risk within one’s responsibility and accountability. **Role-specific attributes:** Conceptual thinker; Efficient, Organized, Attention to Detail, Creative and Innovative Thinker, Analytical/Systematic, Forward Thinker, Problem-Solving skills, Crisis Management Skills, Empathic.

Application Process:

- 1) For Internal Candidates, please send resume and expression of interest to hr@careachc.ca (attention: AJ Vasanthakumar) **on or before February 27, 2018**.
- 2) External Applicants – we welcome direct, or referrals of, external applicants. If you are interested in being considered for this position, please submit cover letter and resume outlining your qualifications and expectations by email to: hr@careachc.ca (Attention: AJ Vasanthakumar) **on or before February 27, 2018**
- 3) While we thank all applicants for their interest in applying, only those qualified and considered for interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 4) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 5) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea is committed to fostering a positive and progressive workforce that is representative of the communities we serve. We will provide equitable treatment and accommodation to ensure barrier-free employment.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act and Carea’s policies on accommodation, a request for accommodation will be accepted as part of the recruitment/hiring process. To avoid any delays in the recruitment process, if you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. You may also be required to submit adequate medical/other documentation to Human Resources to support your request for accommodation.

If you have accessibility needs and require alternate formats or other accommodations please contact Paula Carter, Resource Development and Communications Manager at 905-723-0036, extension 1229, or by email to pcarter@careachc.ca . **Carea Community Health Centre and staff are dedicated to creating an inclusive environment that welcomes diversity. Every One Matters! Every One is Welcome!**