



Job Posting

**Medical Secretary, Jane-Trethewey Site (Portuguese and/or Spanish speaking)
Permanent, part-time, 14 hours per week
\$19.70 to \$24.45 per hour - commensurate on experience and education**

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of five locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Centre. Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

We are currently seeking a Medical Secretary for our Jane-Trethewey site. Reporting to the Client Access Supervisor, the Medical Secretary provides administrative services to our clients, and support to staff within a care model that emphasizes health promotion and client education.

Job Responsibilities:

- Contribute to effective provision of Unison services by scheduling clients, appointments, receiving and greeting visitors and clients, assessing their needs and directing them accordingly.
- Take telephone messages, screen calls as necessary and answer general enquiries.
- Maintain an efficient computerized information system by developing and updating it through familiarity and continuing education with appropriate software and hardware.
- Update clinical information by booking, scanning all relevant material into clients' charts, informing team members as necessary, creating reminder calls lists, responding to providers' requests, personally or through the task box, and by organizing and conducting scan audits.
- Conduct regular maintenance of electronic files including updating information such as phone numbers, addresses, and resource names.
- Administratively support the external referral process by adhering to the external referral processes and guidelines.
- Manage incoming and outgoing faxes.
- Contact clients to remind them of appointments as appropriate.
- Support the clinical team administratively.

- Take and type minutes as required.
- Maintain an efficient and organized reception area; and maintain an updated inventory of relevant printed material for front desk.
- Assist the public with photocopying as required.
- Ensure that photocopy and fax equipment is in good working order.
- Assist in providing information to staff and visitors by maintaining/updating the bulletin board.
- Open and distribute the mail appropriately.
- Ensure the smooth operation at the front desk including booking relief as necessary.

Job Qualifications:

- Proficiency in Spanish and/or Portuguese is strongly preferred.
- Excellent customer service skills;
- Medical office Administration Diploma or equivalent in education and /or experience;
- Ability to multitask in a very busy team environment;
- Acceptable level of computer literacy and comfort with the use of different software;
- Knowledge and experience with electronic health records (ECR);
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities;
- Excellent interpersonal, communication and organizational skills;
- Excellent interpersonal skills with colleagues, students, community members, volunteers, etc.;
- Excellent English communication skills, both written and verbal, with individuals and groups;
- knowledge of a second (or more) language and culture is an asset;
- Ability to work flexible hours.

Interested candidates are asked to email a résumé with covering letter by 4:00 p.m., March 23, 2018 to:

Hiring Committee, Medical Secretary
Unison Health and Community Services
Toronto ON
hirings@unisonhcs.org

Please cite UN_2018_010 in the subject line of the email

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

While we thank all applicants for their interest, only those selected for interview will be contacted.