



Job Posting

Program Secretary, Lawrence Heights Site Part-time, Contract, 21 hours per week (December 2018 to December 2019)

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, case management and counseling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education and a Diabetes Education Program. 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 Program Secretary to work out of our Lawrence Heights site. Reporting to the Organizational Health Systems Manager, the Program Secretary provides administrative support to both the Organizational Health Systems operation and the Diabetes Education Program.

Organizational Responsibilities

1. Participate in team and organization-wide meetings and committees, initiatives and events
2. Develop work goals in conjunction with supervisor, identifying action plans, learning objectives and professional development needs
3. Participate in performance appraisal process including self-evaluation component.
4. Adhere to all policies and procedures of the organization
5. Submit encounter data and/or statistics, administrative forms and reports in a timely fashion.
6. Orient, supervise and support students and/or volunteers as required.
7. Identify, report and debrief on client safety incidents, good catches, occupational health and safety incidents and near misses.
8. Other duties as required.

Job Responsibilities

Organizational Health Systems (OHS)

- Serve as back-up to the Administrative Assistant, Operations with the day to day management of Unison's telephone system including moves, additions, changes, troubleshooting, resolving issues and opening tickets with third parties as required.
- Coordinate bi-weekly paystub distribution.
- Coordinate inter-office mail at Lawrence Heights site.
- Order, distribute and coordinate office and stationary supplies.
- Provide support to OHS Manager as required.

Diabetes Education Program (DEP)

- Supports Diabetes Education Program Manager in ensuring efficiency and effectiveness of DEP service delivery including but not limited to client intake, quality improvement.
- Register new DEP clients in electronic charting system (NOD) including entering of socio-demographic information.
- Interview DEP clients over the phone and/or in person to complete Health Equity Information.
- Attend and support the monthly Centre for Complex Diabetes Care (CCDC) clinic at the Keele-Rogers site by providing logistical and administrative support to CCDC staff including the scheduling of clients, booking of interpreters, making reminder calls and managing paperwork.

Other Programs

- Provide program support as needed including communication for cancelled programs
- Distribution of vouchers/tokens and photocopying as needed when program staff are away.

Job Qualifications

- Medical office Administration Diploma or equivalent in education and /or experience.
- 1-2 years experience in a community based setting.
- Excellent interpersonal skills with clients, community members, colleagues etc.
- Ability to maintain accuracy and multitask in a very busy team environment.
- Excellent prioritization, time management and organizational skills.
- Advanced level of computer literacy and comfort learning and using different software applications.
- Knowledge and experience with electronic health records (ECR).
- Experience with Nightingale on Demand (NOD) & PS Suites considered an asset.
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities.
- Knowledge of issues affecting communities facing barriers to access in an urban environment.
- Excellent English communication skills, both written and verbal; knowledge of a second (or more) language and culture is an asset.
- Ability to work 5 days per week, morning/early afternoon hours.
- Ability to work 1 day per month at our Keele-Rogers site.

Interested candidates are asked to email a résumé with covering letter by 4:00 p.m., Monday, December 3, 2018 to:

Hiring Committee – Program Secretary
Unison Health and Community Services
hirings@unisonhcs.org

Please cite UN_2018_053 in the subject line of the email.

It is requested that candidates provide three professional references along with their application.

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.