

## **JOB POSTING**

**Four (4) Casual Relief Medical Secretaries**  
**All Sites**  
**\$20.29 per hour**

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six 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 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 Health and Community Services is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

At this time, Unison is seeking four (4) Casual Relief Medical Secretaries to work across four of our Unison sites. Reporting to the Client Access Supervisor, the Casual Relief Medical Secretary will provide relief coverage to the Medical Secretary team.

### **Organizational Responsibilities**

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

- Other duties as required.

### **Job-Specific Responsibilities:**

- Respond to telephone messages, screen calls as necessary and answer general enquiries;
- Contact clients to screen them for Covid-19 symptoms and remind them of appointments as appropriate;
- Scheduling clients' appointments, receiving and greeting visitors and clients, assessing their needs and directing them accordingly;
- Cancel and rebook appointments as needed;
- Open and check mail, faxing as requested;
- Check and respond to inbox;
- Photocopy and prepare packages;
- Scan, fax and follow-up on referrals;
- Retrieve messages from voicemail;
- Provide coverage for screening at the front doors.
- Notify clients of incoming specialists' appointments and document the information appropriately;
- In consultation with medical secretaries, identify, report and debrief on client safety incidents, good catches, occupational health and safety incidents and near misses.
- Take guidance and direction from the Medical Secretaries and where necessary from the Clinical and Interdisciplinary Team to provide service to Unison's clients.
- Other duties as required

### **Organizational Qualifications**

- Demonstrated ability to effectively work independently and as a member of a multi-disciplinary team.
- Ability to work within a community-based context, with a culturally diverse community.
- Effective communication, interpersonal, organizational and administrative skills, including computer literacy skills specific to job requirements.
- Knowledge of issues affecting communities facing barriers to access in an urban environment.

- Three to five years' experience in a community-based setting.

**Job-Specific Qualifications:**

- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental, and cultural issues on diverse and low-income communities
- Excellent customer service skills;
- Computer literacy and comfort with the use of different software including electronic medical records (EMR);
- Excellent, 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 and willingness to work at different locations.
- Knowledge of PS Suite or other EMR system is an asset.

**This position requires flexible hours and evening work.**

Interested candidates are asked to email a résumé with covering letter by Wednesday, December 23, 2020 at 4:00 p.m. to:

Hiring Committee – Casual Relief Medical Secretary  
Unison Health and Community Services  
[Hirings@unisonhcs.org](mailto:Hirings@unisonhcs.org)

**Please cite UN\_2020\_029 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.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.