

Job Posting
Four (4) Casual Relief Receptionists
All Sites

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 four (4) Casual Relief Receptionists to work across four of our Unison sites. Reporting to the Client Access Supervisor, the Casual Relief Receptionists provide relief coverage to the Medical Secretary team.

Job Responsibilities:

- Respond to telephone messages, screen calls as necessary and answer general enquiries;
- Contact clients to 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;
- 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.

Job Qualifications:

- Excellent customer service skills;
- Acceptable level of computer literacy and comfort with the use of different software;
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities;
- 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.

Interested candidates are asked to email a résumé with covering letter by **9:00 a.m., November 13, 2017** to:

Hiring Committee, Relief Receptionists
Unison Health and Community Services
Toronto ON
hirings@unisonhcs.org

Please cite UN_2017_047 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.