

JOB POSTING

**Three (3) Relief Medical Secretaries**

**$20.90 per hour**

**About Unison HCS:**

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.

We are currently seeking three (3) Relief Medical Secretaries to work across five of our Unison sites. Reporting to the Client Access Manager, the Relief Medical Secretaries provide relief coverage to the Medical Secretary team.

# **Job-Specific 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, e- 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.

# **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 Qualifications:**

* Medical Office Administrative Diploma or equivalent in education and/or experience.
* Computer literacy and comfort with the use of different software including Electronic Medical Records (experience in Practice Solutions Suite/PSS is an asset).
* Experience serving Unison’s priority populations (seniors with complex needs, people with mental health & addiction issues, LGBTQ2IA+, and youth facing barriers).
* Ability to multitask in a very busy team environment.
* 1 – 2 years’ experience in a community-based setting.
* 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.

**The successful candidates will be able to work flexible hours including evenings on an on-call basis and have a willingness to work at five of the Unison sites.**

# **How to Apply:**

# Interested candidates are asked to email a résumé with covering letter by 4:00 p.m., Thursday, October 24, 2024, to:

Hiring Committee, Relief Medical Secretaries

Unison Health and Community Services

Toronto ON

[hirings@unisonhcs.org](mailto:hirings@unisonhcs.org)

**Please cite UN\_2024\_057 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.