

Job Posting

Position Title: Medical Secretary ERVCC (East Region Virtual Care Clinic)

Job Posting Deadline for Internal Candidates: December 26, 2023 at 5:00pm

Employment Status: Temporary Contract, Full Time (until March 31, 2024, with possibility of an extension)

Hours of Work: 35 hours per week, rotating schedule with evening and weekends required. **This role requires flexibility because the clinic runs from 1-9, 7 days a week, so it will require a fluctuating schedule in terms of hours**

Position Reports To: Senior Manager, Integrated Care and Experience

Salary Range: Annualized salary range \$43,818 – \$46,920, commensurate on skills and experience, plus participation in HOOPP

Primary Location: Primarily Remote with flexibility to travel to any Durham location as required.

Organization Overview

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the center of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on the health of Durham community members by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

Position Overview

The East Region Virtual Care Clinic (ERVCC) Medical Secretary will be a welcoming, effective, collaborative member of the Agency's *ERVCC Team*. The ERVCC Medical Secretary works within the *ERVCC Team* to support virtual primary care clients and service providers. The ERVCC Medical Secretary will be the first point-of-contact for clients in our community and across Ontario's Health East Region (from Pickering to Deep River and extended to Ottawa), which often includes people who are marginalized and at-risk with respect to the social determinants of health.

Key Responsibilities

- Actively contributes to developing and maintaining a *welcoming environment* for our clients within this community by demonstrating a non-judgmental, respectful, and accepting approach to client care.
- Creates a virtual waiting room for the ERVCC Clinic, triaging clients based on order of incoming calls and uses knowledge and consults to prioritize those clients who may require more immediate care.
- Able to effectively manage clients accessing ERVCC services and ensuring awareness of any special requirements/provisions that are noted in the client's (Oscar Pro) Electronic Health Record (EHR). Example: When clients are checked-in, ensuring that demographic data, emergency contact information and health card information are maintained and updated.
- Demonstrates excellent *customer service skills* for our internal and external clients and stakeholders.
- Ensures a professional full-cycle experience for clients attending the virtual clinic. This includes completing client registration, intake questionnaire, referrals, follow up with pharmacy, requisitions.
- Effectively liaise with community paramedics and other community programs to ensure community clients receive required support.
- Provides accommodation and maintains accessibility for clients as needed, whenever possible.
- Consult with providers as required to ensure clients are appropriately triaged and receive timely care or referrals.
- Flexibility to work or drive to meetings at local clinical locations, as required.
- Ability to work a flexible schedule, including evenings and weekends to support ERVCC virtual care clinic.
- Actively maintain awareness and understanding of programs and services in Ontario East Region.
- Collaborate with ERVCC team to ensure provider schedules are managed effectively and efficiently (e.g., maintaining full appointment schedules)
- *Day-to-day duties* include: responding to client and community questions, booking intake and follow-up appointments appropriately, registering new clients, screening and prioritizing of client calls, working with third-parties to arrange and make referrals (e.g., specialist appointments etc.), updating and ensuring that client Electronic Health Record (EHR) is accurate and up-to-date (e.g., scanning, faxing, photocopying, mail distribution and filing are completed in an accurate and timely manner).
- *Ontario Telemedicine Network (OTN)* responsibilities include accepting third-party requests for OTN services, registering clients and assisting with setup of video conference equipment.
- Actively lead, participate and/or partner on internal and external projects or committees as assigned. This could include participation in various operational initiatives and activities designed to improve team effectiveness and overall workplace success.
- Participate in chart reviews, development, and implementation of *Quality Improvement Plans (QIP)* and accreditation activities with *Canadian Centre for Accreditation (CCA)*.
- Perform other duties as assigned that are reasonable with the scope of practice for the Medical Secretary.

Qualifications

1. Community College Diploma in *Office Administration: Health Services* or equivalent.
2. Minimum Three (3) Years of recent experience as a Medical Secretary in a Clinical workplace is preferred.
3. Experience working in a virtual environment and ability to set up virtual calls with video is required.
4. Demonstrated basic understanding of anatomy and physiology, confidentiality and privacy, medical ethics, medical office procedures (including experience in effective use of Electronic Health Record (EHR) (Oscar Pro is an asset), medical terminology and transcription and client/patient management – as core competencies learned in College curriculum.
5. Demonstrated ability to support the coordination of collaborative care for clients (i.e., patients)
6. Demonstrated competence and experience in helping clients who are experiencing complex physical, mental health/addictions needs. Demonstrated knowledge of the work of Community Health Centres (CHCs) and the issues affecting marginalized communities and the social determinants of health. Demonstrates the values of equity, inclusiveness and diversity that are embedded in the CHC's Mission, Vision, and Values.
7. Demonstrated knowledge and experience in use of Electronic Health Records (EHR) systems and advanced skills in Microsoft Office (e.g., spreadsheets, PowerPoint presentations etc.). Minimum keyboarding speed of 45 net words per minute.
8. Access to a car and valid driver's license required.
9. Excellent oral and written communication skills in English, including active listening and telephone etiquette.
10. Demonstrated strong interpersonal, conflict management and crisis intervention skills. *Applied Suicide Intervention Skills Training (ASIST)* is an asset.
11. Excellent attention-to-detail, organizational/planning, time management and problem-solving skills.
12. Demonstrated openness to learning and coaching – not afraid to say, "I don't know, but I will find out."
13. Strong ability to work independently in an inter-professional clinical environment.
14. Ability to work effectively and contribute positively in a changing environment.

Minimum Key Attributes include: Service-oriented, Collaborative, Team Player, Results-oriented, Accountable, Initiative-taking, Flexible, Adaptable, Collaborative, Effective Communication Skills, Ability to manage risk within one's responsibility and accountability. **Role-specific attributes:** Conceptual thinker; Efficient, Organized, Attention to Detail, Creative and Innovative Thinker, Analytical/Systematic, Forward Thinker, Problem-Solving skills, Crisis Management Skills, Empathic.

Full vaccination against COVID-19 is mandatory for this position (Durham CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**