



Job Posting

Position Title: ICE Receptionist – Canada Summer Jobs Program (2 Positions: Oshawa & Pickering)

Job Posting Deadline for Internal Candidates: May 8th, at 5:00pm

Employment Status: Fixed Term Contract (June 28, 2024 – August 23, 2024) (8 weeks)

Position Status: **This is a Non-Bargaining Unit position**

Hours of Work: Monday-Friday, 35 hours per week with limited evening and weekend requirements

Hourly Rate: \$16.55 per hour – Eligible for HOOPP

Positions Report to: Senior Manager, Integrated Care and Experience

Primary work location: Oshawa with flexibility to work at other DCHC sites as required.

In partnership with the **Canada Summer Jobs Program** and its guiding principles, Durham CHC welcomes all qualified students to apply, particularly those considered as priority students (students with disabilities, Indigenous students, and students who are members of visible minority groups).

Organization

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 centre 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 local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development



Position Overview

The ICE Receptionist will be responsible for contacting clients and providing appointment reminders. The in-person approach has proven to be significantly more effective in prompting clients to attend their scheduled appointments compared to automated email reminders. Additionally, the receptionist will be supporting DCHC in adhering to PHIPPA guidelines by not reverting to automated telephone reminders.

To be eligible for this position through the Canada Summer Jobs initiative, you must:

- be between 15 and 30 years of age at the start of the employment.
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act.
- be legally entitled to work in Canada in accordance with relevant provincial/territorial legislation and regulations.

Roles and Responsibilities:

The receptionists will be responsible for the following tasks:

- **Personalized Reminders:** Contacting clients individually to remind them of their upcoming appointments, including details such as date, time, and location.
- **Addressing Client Inquiries:** Providing clients with any necessary information, answering questions, and addressing concerns related to their appointments.
- **Relationship Building:** Establishing positive rapport with clients to enhance their overall experience with our organization and increase their commitment to scheduled appointments.
- **Coordination with Staff:** Collaborating with other team members to ensure seamless communication and coordination regarding client appointments and schedule changes.
- Front desk duties as required
- Scanning and faxing
- Self-motivated and self-starter candidates are preferred
- Other duties as assigned.



Key Qualifications

- Excellent oral and written communication skills.
- Proven ability to work as part of a collaborative team.
- Must be able to work independently.
- Strong organizational skills and ability to multi-task.
- Proven ability to take direction and work independently.
- Proficiency in the use of computers and software applications (Microsoft Word/Excel).
- Access to a reliable vehicle, with valid license, preferred.
- Current first aid/CPR, preferred.
- Current Criminal Reference Check (including Vulnerable Sector Screening), if in the age range of 18-30.

Demonstrated Minimum Attributes core to the Agency.

Service oriented, results oriented, Flexible/Adaptable, Collaborative, Effective Communication Skills, Team Player, Ability to manage risk within one's responsibility & scope of duties, Ability to take Accountability, Time Management & Organizational Skills.

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

Application Process:

- 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.
- 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.
- 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.
- 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.**