

Job Posting

Position Title: Medical Secretary

Employment Status: Permanent Full Time

Position Status: This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply.

Job Posting Deadline for Internal Candidates: September 24, 2024, at 5:00pm

Hours of Work/Schedule: 35 hours per week

Position Reports To: Senior Manager, Integrated Care and Experience

Salary Range: Annualized salary range \$44,695 - \$47,858, commensurate on skills and experience, plus participation in HOOPP.

Primary Work Location: Pickering/South & North Oshawa ON; (with flexibility to transition to/work at other DCHC sites as required).

Organization Overview

Durham Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being.

Our name embodies what we do every day – we care. Caring for the health and wellness of our communities' residents is the cause that unites us. It shapes our thinking and guides our actions.

Durham Community Health Centre is a registered charitable organization providing a variety of free, community programs and services including: health promotion and wellness programs; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, youth programs, Indigenous programs; community development programs; and fundraising events which include developing charitable partnerships/sponsorships to fund programs.

In line with the CHC Model of Health and Wellbeing, our expert team works with our clients to provide holistic care, support, and wraparound services that empower clients to improve their health and wellness. We strive to be accessible to those in the community who face access barriers like culture, gender, geographic isolation, homelessness, language, physical disabilities, poverty, and race.

We are Durham Community Health Centre! Care. Compassion. Community

Position Overview

The Medical Secretary will be a welcoming, effective, collaborative member of the Agency's *Clinical Services, Primary Care* inter-professional team. The Medical Secretary works within the *Administrative Support Team (AST)* to support our primary care service providers. These include the Registered Nurses, Nurse Practitioners, Physicians and Dietitians on our *Medical Services Team (MST)* and the Therapists (Registered Social Workers and Registered Psychotherapists) on our *Counselling Services Team (CST)* as

well as the Interprofessional Care Team (IPC). The Medical Secretary will be the first point-of-contact for clients in our community which often includes people who are marginalised and at-risk with respect to the social determinants of health.

Key Responsibilities

- Actively contributes to developing and maintaining a *welcoming environment* for Durham CHC clients and our community by demonstrating a non-judgmental, respectful, and accepting approach to client care – whether meeting clients face-to-face or speaking to clients by telephone.
- Demonstrates excellent *customer service skills* for our internal and external clients and stakeholders.
- Provides accommodation and maintains accessibility for clients as needed, whenever possible.
- Able to maintain *active awareness* of people entering and leaving Durham CHC’s facilities, ensuring that clients are checked-in, registered for service(s) and ensuring personal awareness of any special requirements/provisions that are noted in the client’s 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.
- Share and/or perform the duties of “Receptionist” when required – and effectively connect clients with the right service at the right place, at the right time.
- Opening and closing Durham CHC facilities from time-to-time, by following established policy and procedures to ensure client timely access to service and that the building is secured.
- Flexibility to work or drive to meetings at any of Durham CHC’s clinical locations in our service area, as required.
- Ability to work a flexible schedule with at least one evening per week.
- Actively maintain awareness and understanding of Durham CHC services and programs.
- Given that the Medical Secretary will be assigned to specific MST and CST service providers as their “Buddies”, the Medical Secretary will be responsible to collaborate with their Buddies to ensure that their schedules are managed effectively and efficiently (e.g., maintaining full appointment schedules, recalls made in a timely manner etc.) In turn, this will help enable Durham CHC’s MST and CST service providers to meet the performance targets that are set by our funders: the *Central East Local Health Integration Network (CE-LHIN)* and the *Ministry of Health and Long-Term Care (MOHLTC)* that are described in Durham CHC’s *Multi-Sector Service Accountability Agreement (MSAA)*.
- *Day-to-day duties* of the Medical Secretary 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). Responsibilities also include ensuring specific MST and CST workflow processes are followed and that client forms are updated/maintained and utilised according to policies, procedures and/or practices. Medical secretary is also responsible for ensuring on-call schedule for providers is maintained.
- *Ontario Telemedicine Network (OTN)* responsibilities include accepting third-party requests for OTN services, registering clients and assisting with setup of video conference equipment.
- Actively collaborating with MST service providers (e.g., RN) to pick up vaccines from Public Health, to prepare purchase orders and maintain medical supplies for the MST.

- 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).
- Participate in other Durham CHC staff training activities and team/staff meetings as requested.
- 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. Current certification in Phlebotomy and medical instrument reprocessing is an asset.
4. Access to a car and valid driver's license required.
5. 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) , medical terminology and transcription and client/patient management – as core competencies learned in College curriculum.
6. Demonstrated ability to support the coordination of collaborative care for clients (i.e., patients) with the Medical Services Team (MST) and Counselling Service Team (CST) service providers.
7. 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 Durham CHC's Mission, Vision, and Values.
8. 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.
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**

