

Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensure that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

Medical Secretary
4 – Full Time, Permanent (35 hours per week)

Reporting To: Interprofessional Primary Care Manager

Position Summary:

The Medical Secretary will provide organizational and medical secretarial support for clinical and allied health staff within the Community Health Program. S/he will greet all callers and visitors, verify demographic and health information, take messages, provide accurate information regarding internal programs and services, external resources, and will link the person to appropriate internal and external personnel who can respond best to inquiries.

Scope and Accountability:

The Medical Secretary's key role will be maintaining the overall welcoming tone of the reception area and responding effectively to issues that arise. In addition, s/he will cancel, book or rebook appointments and provide general administrative support. The Medical Secretary will be required to open and close the building at times, following relevant security procedures. As the first point of contact in the organization, s/he must be sensitive to the barriers that many individuals face when accessing health care services, while upholding strict confidentiality in alignment with PHIPA and SCHC privacy practices.

Key Areas of Responsibility:

- Welcome clients in a courteous and professional manner, verify demographic and health information, and ensure accuracy of client registration.
- Organize and maintain clinical filing systems (electronic and manual).
- Schedule client appointments, specialists, and diagnostic appointments as required.
- Monitor and maintain recall lists, waitlists, and follow-ups to support continuity of care.
- Update resource and referral directory in EMR.
- Scan and file reports into EMR charts as they arrive.
- Fax, photocopy, scan, and file referrals.
- Process OHIP and third-party billing and assist with insurance-related inquiries, as required.
- Act as a communication link between clients, healthcare providers, and external agencies to ensure seamless care coordination.
- Maintain confidentiality and protect client information in compliance with PHIPA and organizational privacy policies.
- Participate in emergency preparedness activities (e.g., fire drills, code responses) and infection prevention and control protocols.
- Participate in quality improvement initiatives, team meetings, and support student placements/preceptorships/volunteers as needed.

- Assist with administrative day-to-day operations.
- Perform other duties as assigned that are reasonable within the scope of the job.

Educational and/or Professional Qualifications:

- Office Administration - Medical Certificate or equivalent attained from an accredited university or college.
- Canadian Medical Secretary Designation preferred.
- Current Level C CPR certification from a recognized provider.
- An equivalent combination of related education, professional training, and demonstrated experience will be considered.

Level of Experience:

- Two to four years medical secretary experience in a Community Health Centre or health provider office.

Skills and Attributes:

- Demonstrated knowledge, skills, and abilities in medical administration and medical terminology.
- Excellent written/verbal communication and interpersonal skills.
- Fluency in English (oral and written) is required. Oral and/or written fluency in one or more of the languages commonly spoken in Scarborough (e.g., Tamil, Cantonese, Mandarin, Tagalog, Urdu, Bengali, Gujarati, Arabic, Spanish) is considered an asset.
- Demonstrated problem solving, conflict management, and time management skills.
- Proficiency working with computers and medical software programs, i.e., EMR- Telus PS Suite.
- Experience with computerized Ontario Health Insurance Plan billing systems considered an asset.
- Strong understanding of PHIPA, privacy legislation, and confidentiality practices in healthcare.
- Ability to remain calm and professional under pressure (e.g., high call volumes, distressed clients).
- Ability to multi-task and work independently
- Sensitivity and awareness of cultural, racial, and socio-economic diversity within the community.

Significant Working Conditions:

- Flexibility of hours – early morning, evening and weekend work will be required.
- Availability to work on short notice to cover sick leave and vacation time.
- Availability to work at other sites to cover sick leave and vacation time.
- High level of interaction with vulnerable populations, requiring empathy, tact, and non-judgmental communication.

WHY SCHC?

- A strategic commitment to organizational health, ensuring our people and culture are well supported.
- 3 weeks paid vacation for full-time positions to start, additional time with tenure.
- Continuous funded training opportunities.
- Paid sick and family sick days.
- Health benefits including prescription drugs, dental, vision care, alternative therapies, life

insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available.

- HOOPP pension plan member.
- SEIU Union.
- A strategic commitment to Action on Equity to advance diversity, equity, inclusion and belonging utilizing an intersectional lens.
- Standard working hours, with flexibility to accommodate occasional evening or weekend appointments.

Remuneration: \$23.76 - \$26.87

Band: I

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

Please reply in confidence to HR: recruitment@schcontario.ca

Note: Please quote MS - CHC in the subject line.

This is an existing vacancy.

We would like to thank all applicants; only those invited to interviews will be contacted.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+.

SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

www.schcontario.ca.

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