



South East Toronto

Family Health Team



Clinic Coordinator **Health Access Taylor Massey, 4 The Market Place**

[South East Toronto Family Health Team](#) (SETFHT) is an academic Family Health Team (FHT) affiliated with the University of Toronto. Our FHT is comprised of a team that includes physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, care navigators, physician assistants and chiropodists, all supported by an exceptional administrative and clinical support team. SETFHT is also a partner in the new Health Access Taylor Massey (HATM) – a clinic for Taylor Massey residents, that provides integrated primary care and interprofessional resources and services, while leveraging existing supports and services in the community.

Position Profile

The Clinic Coordinator will provide operational and administrative coordination and support across multiple primary and interprofessional care services and organizations onsite, in the clinic space in Crescent Town (4 The Marketplace, East York, Ontario).

The position will have a dual reporting structure, reporting to the South East Toronto Family Health Team (SETFHT) and HATM management.

Roles and Responsibilities

1. Clinic Operations

- Scheduling patient and client appointments, preparing and maintaining patient charts, including orderly filing of all results and correspondences received
- Maintaining appointment-based provider and staff schedules for multiple primary and community care services that are on-site and remote Coordinating provider and staff use of the HATM clinic space
- Processing all clinically related referrals as needed (fax to referring physicians, etc.) and providing oversight of data transfer processes, including labs, HRM and faxes
- processing billing for physicians
- Supporting the operations of the clinic by proactively problem solving and following up when items/equipment need to be repaired or cleaned, or when clinic administrative troubleshooting is required
- Communicating with team members and HATM primary and community care partners daily to address ad-hoc needs
- Ensuring partner service providers delivering client care have the administrative support, resources and tools required to work effectively and efficiently
- Ordering and maintaining equipment and office supplies for multiple primary and community care services
- Auditing and reviewing stock on a weekly basis for the clinic and ensuring clinic rooms are adequately stocked
- Auditing, reviewing, and checking for clinic room cleanliness
- Acting as the main point of contact for the property management team
- Performing duties of Clinical Administrative Support role when needed due to workload, staff vacations, sick leave, or other absences or to provide coverage for meetings or training sessions

2. *General Office Duties*

- Performing general clerical duties (e.g., photocopies, faxes, emails, open mail) for multiple primary and community care services and assisting with patient communications (e.g., writing or organizing letter mail outs, phone calls etc.)
- Assisting with Health Myself Portal – overview and trouble shooting
- Coordinating resolution of operational issues
- Assisting with IT support, including replacing toners, performing periodic diagnostic checks and services to computers, and completing a checklist to ensure assets are working at optimum performance
- Coordinating virtual consultations (e.g., OTN meetings), learning programs and patient sessions, and IHP support
- Performing any other general office duties that may be required

Skills Knowledge & Experience:

- Superior customer service experience
- Ability to engage with various healthcare providers, service providers, community partners, clients, and patients
- Excellent interpersonal and oral/written communication skills
- Exceptional organizational skills & strong problem-solving skills
- Ability to adapt quickly to a fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- Ability to work independently and within a team
- Ability to prioritize, manage time effectively and be flexible in a very active work environment
- Provides respect to all clients and all members of the team
- Ability to manage challenging encounters and de-escalate situations
- Ability to work within an anti-oppression framework

Qualifications:

- Completion of a Medical Secretary Diploma
- Minimum of two years medical secretarial experience is required or an equivalent blend
- Proficiency in computer applications: Windows, Microsoft Office programs, and email
- Proficiency with clinical management system (CMS), preferably Practice Solutions' Suite
- Proven ability in trouble shooting computer and hardware issues (printers, labels etc.).
- Ability to maintain confidentiality and impartiality

The above responsibilities are not to be considered all inclusive; the individual may be assigned other related duties in the interest of efficient operations of the clinic.

Compensation is based on experience and will range from \$20.00 - \$25.00/ hour and also includes enrolment into SETFHT's benefits plan.

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. **No telephone or email inquiries, please.** SETFHT supports a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. Accommodations are available on request for candidates taking part in all aspects of the selection process and candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.

Applicants should quote Job: Clinic Coordinator HATM
Contact by: e-mail only

Job Contact Information

Human Resources

South East Toronto Family Health Team

e-mail: humanresources@setfht.on.ca

Please forward cover letter and resume by August 5, 2022