



South East Toronto

Family Health Team



Job Description
Medical Office Admin Assistant
(Clinical & Administrative Assistant)
Full-Time Role

(3 Positions Available: 2 Permanent and 1 Sick Leave Contract)

Company Description

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 variety of healthcare professionals that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, care navigators, physician assistants and chiropodists, all assisted by an exceptional administrative and clinical support team.

SETFHT is also a partner with the new Health Access Taylor Massey (HATM) clinic that is under development. HATM is bringing new primary care and interprofessional resources to the Taylor Massey community, while leveraging existing supports and services in the community to improve access to comprehensive primary and social care for residents.

Position Profile

This position performs clinical and administrative tasks, on a priority basis, that support the two SETFHT clinic locations (840 Coxwell Avenue and 1871 Danforth Avenue) and may include the HATM clinic location (4 The Market Place). It also includes providing clerical support to physicians and Interprofessional Healthcare Providers (IHPs).

Roles and Responsibilities

- Patient Check-In – greeting patients upon arrival, assessing and directing them to the appropriate areas in the clinic
- Answering the phone, triaging calls and booking appointments for patients with physicians and/or IHPs
- Receiving and responding to secure email messages from patients
- Using Practice Solutions (PS), our Electronic Medical Record (EMR) system, to manage and respond to messages from physicians
- Answering patient-related questions or inquires (e.g. in-person, email, phone, etc.)
- Performing general clerical duties (e.g. photocopies, faxes, e-mails, open mail)
- Process and track patient referrals
- Set up and maintain examination rooms (e.g. medical equipment, supplies) and ensure its cleanliness
- Record patient blood pressure, height and weight measurements
- Assist healthcare providers when needed (e.g. PAP smears, dressings, ear syringing, liquid nitrogen and general chaperone during exams)
- Set up for procedures as well as post-procedure clean up
- Process chart transfers, track receipts and payments
- General upkeep and cleanliness of clinic including the patient waiting area and exam rooms



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- Support the operations of the clinic through initiative, problem solving and following up when items need to be cleaned, repaired or reordered

Qualifications

- At least 1 year of experience in a position with similar duties
- Completion of Medical Secretary Course is an asset
- Proficiency in computer applications: Windows, Microsoft Office and Outlook
- Familiarity with clinical management system (CMS). Experience with Practice Solutions (PS) is an asset

Skills, Knowledge & Job Requirements

- Exceptional organizational skills
- Excellent interpersonal and communication skills (oral/written)
- Strong problem solving skills
- Ability to maintain confidentiality and impartiality
- Capacity to adapt quickly to a fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- Skills to work independently and within a team environment
- Ability to prioritize, manage time effectively
- Adept at being flexible
- Exercises good judgment
- Respect all patients as well as members of the team

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 SETFHT.

Hours of Work

The successful candidate must be available to work any of the following:

Weekday Shift - 8:30 AM – 4:30 PM

Evening Shift - 12:00 PM – 8:00 PM (approximately two to three evening shifts a month)

Saturday Shift - 8:30 AM – 4:30 PM (approximately four Saturday shifts per year)

Compensation

- The rate of pay for this position is \$20.47 per hour
- Permanent Position - includes enrollment into SETFHT's Health Benefits Plan and Pension (HOOPP)
- Sick Leave Contract Position - includes an extra 8% Pay in Lieu of Benefits
- Position does include Paid Time Off

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. ***Please, no direct telephone inquires or additional email follow-ups.***

SETFHT supports a respectful and inclusive work environment for all, including the AODA and Employment Equity initiatives. We encourage qualified applicants of all ages, races, colour, ethnic origins, religions, abilities, gender identities and sexual orientations as well as peoples with disabilities to apply for this



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position. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Job Contact Information

Human Resources

South East Toronto Family Health Team

E-mail: humanresources@setfht.on.ca

Subject: Admin Assistant

Please forward cover letter and resume by 3:00 PM on September 30th, 2022