



**SET
FHT**

South East Toronto Family Health Team | setfht.on.ca

**Medical Office Administration Assistant
(Clinical & Administrative Assistant)
Full-Time Role**

Company Description

South East Toronto Family Health Team (SETFHT) is an academic primary care clinic affiliated with the University of Toronto. Our organization is comprised of a variety of Interdepartmental Healthcare Professionals (IHPs) that include: physicians, medical residents, nurse practitioners, registered nurses, dietitians, social workers, psychologists, patient care coordinators, physician assistants and chiropractors, all of whom are assisted by an exceptional administrative and clinical support team.

SETFHT is a partner at the new Health Access Taylor Massey (HATM) clinic, which is bringing a wave of primary care and interprofessional resources to the Taylor Massey community. SETFHT is also leveraging existing supports and services in the community to improve access to comprehensive primary and social care for its 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).

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



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Skills & Qualifications

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

Other Requirements

- Exceptional organizational, prioritizing and time management skills
- Excellent interpersonal and communication skills (oral/written)
- Ability to maintain confidentiality and impartiality
- Strong problem solving skills
- High degree of accuracy and attention to detail
- Capacity to work independently and within a team environment
- Exercises good judgment
- Ability to maintain a positive attitude in a high-pressure environment
- Excellent conflict management and resolution skills
- Experience working with low-income, multi-racial, multi-lingual newcomer communities
- Commitment to working from an integrated anti-oppression/ anti-racist, LGBTQ+ positive framework
- Knowledge of health care sector is an asset
- Ability to work effectively within a diverse and multi-disciplinary team
- Available to work evenings and weekends, as necessary

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 weekdays, primarily between 8:30 AM to 4:30 PM with the possibility of evening and Saturday shifts.

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)
- 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 email follow-ups.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check will be conducted for this position.



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SETFHT supports a respectful and inclusive work environment for everyone and is committed to Anti-Oppression principles. 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 position as it reflects the broad diversity of communities we work with.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

SETFHT encourages a scent-free environment. All employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while on the premises.