

**CARSWELL CENTRE**

1871 Danforth Ave
Toronto, ON M4C 1J3
Tel: 416-699-7775
Fax: 416-699-7766

COXWELL SITE

#105-840 Coxwell Ave
Toronto, ON M4C 5T2
Tel: 416-469-6464
Fax: 416-469-6164

TAYLOR MASSEY

4 The Market Place
Toronto, ON M4C 5M1
Tel: 647-251-8195
Fax: 1-844-329-6384

Medical Office Administration Assistant Permanent, Full-Time

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 chiropodists, all of whom are assisted by an exceptional administrative and clinical support team.

SETFHT is a partner at 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 provides clinical and administrative support across all three clinics, including the two SETFHT clinic locations at *840 Coxwell Avenue* and *1871 Danforth Avenue*, as well as the HATM clinic at *4 The Market Place*. The role will primarily involve clerical support to physicians, residents, and the IHP team.

Employment Term

This is a **permanent, full-time position**, subject to funding availability and operational needs.

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 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

HEAD OFFICE

4th Floor - 1871 Danforth Avenue Toronto, ON M4C 1J3 T: 416-423-8800 F: 416-423-8803

- 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

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.

Other Requirements

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

- As per the Collective Agreement, the rate of pay for this position is \$22.32 per hour
- Position includes enrollment into SETFHT's Health Benefits Plan
- Position includes optional enrollment in the Healthcare of Ontario Pension Plan (HOOPP)
- Position includes paid time off

Additional Information

Thank you for your interest in joining SETFHT. We appreciate the time and effort of all applicants. Please note that only those selected to move forward in the interview process will be contacted, which includes a preliminary phone interview and, if applicable, an in-person interview. We kindly ask that applicants refrain from follow-up calls or emails.

SETFHT does not use artificial intelligence (AI) to screen, assess, or select applications. All hiring decisions are made by people. A criminal background check required for all new employees as part of the hiring process. Because our work involves supporting vulnerable populations and handling confidential patient information, this step is essential to maintaining a safe, secure, and trusted environment for everyone we serve.

SETFHT is dedicated to fostering a respectful, inclusive, and accessible workplace. We encourage applications from all equity-deserving groups, including but not limited to Indigenous peoples, racialized communities, persons with disabilities, women, seniors, and those who identify as 2SLGBTQ+. Guided by Anti-Oppression principles, we are committed to building a team that reflects the diversity of the communities we serve.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA), accommodations are available upon request throughout the recruitment process and during employment. Candidates requiring accommodations are encouraged to let us know at any stage.

In addition, SETFHT also supports a scent-free environment. All employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and scented products (e.g., perfumes, lotions, hairspray) while on the premises.

