

**Reception Team Assistant (Summer Student) - Keswick site**  
**Contract (35 hours per week from July 12, 2021 to August 27, 2021)**  
**\$15 per hour**

The Vaughan Community Health Centre is a not-for-profit, community-governed organization providing primary health care, social services, and illness prevention programs primarily to the residents of the Western and Northern York Region. In particular, we serve those people experiencing barriers to accessing health care services due to culture, language, age, chronic illness, or the like. As part of the health promotion framework of our services, we work in partnership with other community-based health and social service organizations to address individual, family, and community needs.

The VCHC has expanded its primary care team in Vaughan as well as in Northern York Region – Keswick. The objective of the expansion is to implement a direct referral system to improve access to inter-professional care by allowing non-team-based family physicians connect vulnerable (medically and socially complex) patients to services available within both sites of the VCHC (Vaughan and Keswick).

This position is to work at our Keswick site.

**POSITION SUMMARY:**

The Reception Team Assistant (RTA) will provide administrative support to VCHC's Reception Team at the Keswick site. As part of VCHC's Reception team, the RTA will work directly with VCHC's clients and alongside a team of primary and allied health care professionals. The RTA will act as the first point of contact for VCHC clients and visitors.

**RESPONSIBILITIES:**

- Provide support to VCHC's reception team by typing, filing and scanning medical records, answering phones, answering enquiries from clients, maintaining and providing files upon request
- Fill-in for reception team members during their absences
- Provide general clerical and administrative services to the Centre as needed
- Upkeep the supply cupboard, ensuring that there is paper in the photocopier machine, information on the bulletin board is kept current and counters are kept clean and tidy.
- Facilitate internal communications by posting material on bulletin boards as requested
- Greet visitors, answering or redirecting general inquiries in person, by telephone, and via email.
- Document processes and workflows as needed
- Other duties as assigned

## **SKILLS AND QUALIFICATIONS**

- As this position is funded by the Government of Canada, the candidate must have the following qualifications:
  - Is between the ages of 15 and 30 years of age (inclusive) at the start of employment
  - Is a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Act
  - Is legally entitled to work according to the relevant provincial/territorial legislation and regulation
  - Intends to return to school on a full-time basis during the next academic year
  - Identify as a member of a visible minority
- Registered as a full-time high school student during the preceding academic year
- Intends to return to school on a full-time basis during the next academic year
- Interested in pursuing a career in the health care, social services or administrative fields in their future studies
- Proficiency and experience working in a computerized environment
- Experience in dealing with the public in a mature and helpful manner
- Great interpersonal and communication skills
- Ability to speak a second language reflective of the make-up of the community VCHC serves will be an asset

Interested candidates must be available for virtual (over zoom) interviews. Candidates will be contacted with interview time.

**Please send your cover letter and resume by June 11, 2021 at 5:00pm to:**

Reception Team Assistant Keswick Site  
c/o Vaughan Community Health Centre  
716 The Queensway South,  
Keswick, Ontario  
L4P 4C9  
Email: [vchcjobs@vaughanchc.com](mailto:vchcjobs@vaughanchc.com)  
Fax: (905) 476-3008

While applications are preferred via email, you are welcome to apply by fax, mail or in person.

**Please include in your cover letter confirmation of the following:**

- Confirmation that you were registered as full-time student in the preceding academic year and your intention to return as full-time student in September 2021
- Confirmation that you meet the age requirements of being between 15 and 30 years of age

Please also note:

- Interviews will be conducted on June 22, 2021
- All successful candidates will be required to complete a 2-step TB test with their primary care providers, complete a vulnerable sector check and cannot be an existing client of the Vaughan Community Health Centre.

*Accommodations during the recruitment, selection, and interview processes will be provided in accordance with the Ontario Human Rights Code if needed. If you need accommodation during the hiring process, please call us at 905 303 8490 ext. 2631 to provide your contact information and a member from the hiring Committee will contact you.*

*Vaughan Community Health Centre is an equal opportunity employer and encourages resumes from people who are reflective of the diverse communities we serve. We are committed to excellence and hire based on merit.*

*We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.*