



**Office Administrator (Site: 716 The Queensway South, Keswick, ON)
Permanent, Full-time (35 hours per week)
Annual salary: \$49,857.60 - \$58,656.00 + Health Benefits + HOOPP**

We offer a competitive benefits package: 3 weeks paid vacation; paid sick time; flexible work hours and no shift work; excellent extended health, dental and vision care benefits.

We are a proud participant of the Healthcare of Ontario Pension Plan (HOOPP), Canada's largest and most respected pension plan that provides a secure monthly income at retirement.

BACKGROUND

About the Clinic: Our clinic operates as an Inter-professional Primary Care Team (IPCT) optimizing the principles of population health management, designed to provide comprehensive and patient-centered care. We aim to deliver holistic services that address both medical and social determinants of health. Our clinic serves diverse populations, including vulnerable and equity-deserving communities, by offering in-person, virtual, and mobile health services. By deploying a novel team-based care approach with team members working to the top of their scope, we strive to improve health outcomes and ensure equitable access to care for all our patients. We are committed to Indigenous and trauma-informed care, as well as providing care to the homeless. Support for training to provide such care will be provided.

Note that the role's deliverables and responsibilities may evolve to match provincial and or local OHT priorities.

Location: The Office Administrator will work at the Keswick clinic site (716 The Queensway South, Keswick, ON) and will be required to travel within York Region & South Simcoe for staff training or other meetings.

POSITION SUMMARY

The Office Administrator is responsible for supporting the day-to-day operations of the clinic, including opening and closing procedures, appointment scheduling, and providing administrative support to the IPCT team. They ensure seamless patient care by coordinating communication between patients, providers, and the Inter-professional Primary Care Team (IPCT), while also maintaining IT systems, inventory, and supporting quality improvement initiatives.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Responsible for the opening and closing of the clinic, following procedures to ensure security and safety measures are followed.
- Answer telephone calls, triage callers' needs and inform about IPCT services, take messages and support staff upon request.
- Book appointments, greet patients, answer inquiries, notify providers of patients' arrival using electronic medical records (EMR) software and support patients in completing self-check-in.
- Make appointment reminder calls, follow-up with patients about their missed appointment.
- Ensure timely availability of necessary documents and reports for the providers.
- Work closely with the IPCT to ensure seamless patient care and collaborate with team members.
- Arrange training, meetings and coordinate schedules in EMR and via email, ensure participation and draft agendas and minutes if necessary.
- Be the intermediary for IPCT team members and the appropriate vendors regarding administrative and EMR concerns.
- Ensure IT systems, including hardware and software, telephone are up to date and/or troubleshoot them if required.
- Maintain inventory and purchasing of medical supplies, office supplies etc.
- Keep up to date with organizational events, policies and changes both internally and with our community partners.
- Support Quality Improvement Initiatives, such as providing patient satisfaction surveys to patients.
- Support Community and Clinic Integration Lead in assessing and improving office workflow efficiencies.
- Promote awareness of the IPCT services and programs.

QUALIFICATION REQUIREMENTS

- Diploma or certificate in a Medical or Business Administration program
- Knowledge of medical terminology is an asset
- 3 years of work experience in an administrative position in a healthcare setting
- Excellent Information Technology skills, including proficiency in computer applications: Windows, Microsoft Office, Electronic Medical Records (EMRs)
- Understanding of the working and maintenance of office equipment including (but not limited to) computers, printers, scanner, photocopier, telephone system, etc.
- Strong knowledge of primary care practices, integrated care models, and multidisciplinary team coordination.
- Demonstrated experience in Community and/or Primary care

- Excellent interpersonal, written and oral communication skills
- Ability to prioritize, manage time effectively and be flexible in a very active work environment
- Demonstrate a willingness to assist others working in a team-centered environment
- Understanding of and sensitivity to the diverse cultural, social, and economic backgrounds of Ontario's patient population, ensuring equitable and accessible care.
- Valid driver's license, regular access to a vehicle and appropriate insurance for personal automobile

Interviews will occur on rolling basis; please apply as soon as you can.

Successful candidates must undergo a Vulnerable Sector Screening reference check to the satisfaction of the Vaughan Community Health Centre. Proof of full Covid-19 vaccination (1st and 2nd dose and booster) is required.

Please send your cover letter and resume to:

IPCT – Office Administrator Hiring Committee
c/o Vaughan Community Health Centre Head Office
9401 Jane Street, Suite 206
Vaughan, Ontario L6A 4H7

Email: vchcjobs@vaughanchc.com

Fax: (905) 303-9444

www.vaughanchc.com

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

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.