

**Medical Secretary (Site: 9401 Jane St., Suite 206, Vaughan ON L6A 4H7)**  
**Permanent, Full-time (35 hours per week)**  
**\$39,100 - \$46,000 + 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**

The Vaughan Community Health Centre (VCHC) 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. We serve people experiencing barriers to accessing health care services due to culture, language, age, chronic illness, or the like. We are committed to providing services with and for local Indigenous, Black, racialized and other disadvantaged communities.

VCHC has implemented a direct referral system to improve access to inter-professional care by allowing non-team-based family physicians to connect vulnerable (medically and socially complex) clients to services available at the VCHC. 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.

## **POSITION SUMMARY**

As a member of the interdisciplinary team, the Medical Secretary will provide administrative support to the Primary Health Care Team.

## **KEY ACCOUNTABILITIES AND RESPONSIBILITIES**

### General

- Responsible for the opening and closing of the Centre, following procedures to ensure security and safety measures.
- Answer telephone calls and triage callers' needs, greet clients and support with checking in using Kiosk stations.

- Book appointments, register new clients, process internal and external referrals, manage eFax, and scan medical records.
- Communicate with clients using electronic medical records (EMR) and Ocean software.
- Support providers working onsite and virtually, including interpretation services for clients.
- Contact clients about appointment reminders and follow-up with clients about their missed appointment as per VCHC policies and procedures.
- Upon Leadership Team approval, create and maintain providers' EMR schedules and update EMR resource and referral directory.
- Review Ocean platform daily and follow-up on actions as required, send links to new clients to facilitate online client registration and upload received documents into client's EMR charts.
- Participate in quality improvement initiatives and chart audits for scanning and administrative quality service.
- Prepare VCHC welcome packages.
- Distribute YRT scratch cards and update the tracker.
- Responsible for the incoming and outgoing mail and deliveries.
- Prepare medical records and invoices as per client or third-party requests.
- Provide coverage and support general responsibilities for other reception departments during staff absences.
- Collaborate with the Reception Team Lead and team members across all reception departments to ensure efficiency in providing service and support to clients and providers, and to achieve the deliverables of the Reception Team workplan.
- Assist in orientating and training students working at the reception desk.
- Participate in staff meetings and record minutes.

#### Program-Specific to Primary Health Care Team

- Follow eligibility criteria in booking new clients, including non-insured, and provide support for them to access services.
- Act as the back-up for the Reception Team Lead in verifying non-insured client invoices.
- Respond to EMR messages and recalls as per provider's request.

#### **QUALIFICATION REQUIREMENTS**

- A post-secondary degree or diploma in office or business administration
- Two to 3 years of medical office experience, with demonstrated ability to be

flexible, organized, detailed-oriented, and possesses excellent problem-solving and time management skills.

- Advanced knowledge of Microsoft Excel and other Microsoft Office applications is required.
- Excellent communication skills (verbal and written)
- Experience working in a culturally diverse environment and ability to speak a second language relevant to clients served at the Centre
- Experience working with Electronic Medical Records (EMR)

**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.

**Please send your cover letter and resume to:**

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

Email: [vchcjobs@vaughanchc.com](mailto:vchcjobs@vaughanchc.com)

Fax: (905) 303-9444

[www.vaughanchc.com](http://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.*