



**Medical Secretary (Site: 9401 Jane St., Suite 206, Vaughan ON L6A 4H7)  
Contract (leave coverage), Full-time (35 hours per week)  
\$40,899 - \$48,116 + HOOPP**

*We offer a competitive benefits package: 3 weeks paid vacation; paid sick time; flexible work hours and no shift work.*

*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.

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, Chronic Disease, Allied Health and Health Promotion Teams.

## **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 and arrange internal and external referrals, prepare eFax, and scan medical records.

- Respond to EMR messages and recalls as per provider's request.
- 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.
- Provide clients with experience surveys.
- Prepare accurate monthly reports as requested by Leadership Team.
- Process OTN requests and send notifications. 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 outreach and/or 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 to other reception departments during staff absences.
- Assist in orientating and training students working at the reception desk.
- Participate in staff meetings and record minutes.
- Collaborate with team members to achieve deliverables of the Reception Team Workplan.

### Diabetes Education, COPD, Exercise Education and Health Promotion Group

#### Programs:

- Book the meeting rooms for group sessions.
- Share group invitation links with clients.
- Create personal development groups/workshops (PDG) into the EMR system.
- Create surveys, collect program data, generate reports and provide to Leadership Team.
- Send updated program information for the VCHC monthly calendar.
- Support Leadership Team with monitoring and ordering programming supplies.

Exercise Education Group Programs:

- Support the Leadership Team with program planning, coordination and completion of client registrations and intake.
- Prepare group program lists (including waitlists), attendance and complete group encounters in the EMR.
- Maintain email communication with program facilitators/instructors.
- Provide technical support to clients attending virtual group programs.

Allied Health-PACT:

- Verify purchase of service (POS) client services invoices, update financial trackers and provide approved invoices to finance.
- Complete encounters in client's EMR record for services received at a POS clinic.

**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 cannot be existing clients of the Vaughan Community Health Centre.

Successful candidates will be required to:

- Show proof of a completed a 2-step TB test and measles vaccination/immunity
- Complete a vulnerable sector check

**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.*