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**Position:** Medical Secretary French  
Language

**Reporting to:** Clinic Manager

**Terms:** Full Time, Part Time, Casual

**Hours of Work:** 8:00-4:00 Monday to Friday, and a rotation of Tuesday and/or Wednesday evenings.

### **JOB SUMMARY**

Reporting to the Clinic Manager, the Medical Secretary is a French Language designated role. This role is responsible for the efficient and effective operation of the CHC front desk including the development, planning, administration, organization and operation of services. The Medical Secretary works within a multi-disciplinary team to provide a variety of secretarial and administrative duties. Scheduled evening work is required.

### **RESPONSIBILITES**

#### Administration

- Responds to telephone inquiries regarding programs, services and activities.
- Fulfills all reception duties for the CHC and ensures adequate reception coverage based on hours of operation and service needs.
- Greets clients and visitors in a warm, welcoming, calm and non-judgmental fashion.
- General registration of clients arriving for programs and services.
- Scheduling appointments and booking referrals.
- Ensures that client demographic and appointment information is accurate and up to date in the electronic health record (EMR).
- Responsible for assigned providers' referral follow-ups, filing of paperwork appropriately and in a timely fashion.
- Provides administrative and logistical support to the providers and team members such as copying, faxing, forms creations, maintaining contact and referral lists.
- Responsible to ensure that all office equipment is well maintained and in good working order.
- Develops and supports the implementation of systems and processes in order to fully support clinical providers.
- Works in conjunction with the centre's larger administrative team to ensure consistency of all administrative applications throughout the centre.
- Supports program planning, development and implementation through the development and creation of effective and efficient administrative systems.
- Performs other related duties and tasks as assigned by the Clinic Manager.
- Works in accordance with the mission and vision of CSC Chigamik CHC



Contribution to team and centre activities

- Participates actively in staff meetings and on interdisciplinary teams.
- Participates in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities.
- Collaborates well with others, promotes cooperation and teamwork.
- Maintains the reputation and confidentiality of the health centre and its clients at all times.
- promotes and supports new approaches within the company
- Works in a manner that respects and values the diversity of communities and individuals.

**JOB REQUIREMENTS**

All employees of CSC CHIGAMIK CHC are required to submit a Criminal Record Check with Vulnerable Screening upon hire and every 5 years thereafter, comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC occupational health and safety policies and procedures and to work some evenings and flexible hours. Due to the requirements of this position, a Valid Ontario driver's license and use of own vehicle is required.

**QUALIFICATIONS**

**Education / Work Experience**

- Graduate of a Medical Secretary program or equivalent education/experience
- Minimum 3-5 years' experience in a community based medical/clinical setting.
- Experience working with a diverse, multicultural population considered an asset.

**Skills**

- Demonstrated ability to work effectively in a multi-disciplinary environment.
- Strong communication and interpersonal skills.
- Advanced computer skills and familiarity with an EMR and relevant software programs.
- Demonstrated ability to organize and maintain an efficient filing and charting system.
- Ability to work independently.
- Demonstrated problem solving skills.
- Excellent customer service skills.
- Demonstrated ability to deal with diverse populations.
- Demonstrated comfort with distribution of harm reduction supplies
- Demonstrated experience/comfort working with populations who are marginalized, and may have experienced issues of substance use, homelessness and who may have difficulty accessing primary health care
- Demonstrated ability to be flexible and adaptable.



### WORKING CONDITIONS

Most of the time is spent sitting in front of a computer which can cause muscle strain and /or eye strain. Some light lifting of supplies and materials from time to time.

Exposure to hazards e.g., infection, violence, harsh weather conditions, working alone, slips trips and fall, uncontrolled substances and other. It is important that the employee be able to identify hazards, have the knowledge and training to handle any situation.

A CHC is a busy environment that can be frequently noisy and interruptive. The incumbent will need excellent organizational, time and stress management skills to complete the required tasks.

### CERTIFICATION

I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the current responsibilities assigned to this position.

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Employee Name

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Supervisor/Manager Name

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Employee Signature

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Supervisor/Manager Signature

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Date

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Date

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*The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all the responsibilities and activities of the*