

Casual On-Call Medical Receptionist

On-call hours: 8:30am-5:00pm (Monday & Friday) and 8:30am-8:00pm (Tuesday, Wednesday, and Thursday).

**May 01, 2024 to March 31, 2025 (up to 16 hours per week)
(\$19.86 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. 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.

POSITION SUMMARY:

As a member of the interdisciplinary team, the Casual On-Call Medical Receptionist provides administrative support and coverage to the VCHC Reception Team at Vaughan site during operational hours, including evenings.

The Casual On-Call Medical Receptionist works in partnership with the Executive Director, the Leadership Team, and other staff to support the Vision, Mission, and Core Values of the Centre and to ensure that organizational accountability systems are implemented.

RESPONSIBILITIES:

General

- Responsible for the opening and closing of the Centre, following procedures to ensure security and safety measures.
- Answer telephone calls, triage callers' needs and inform about VCHC services, take messages and support staff upon request.
- Book appointments, greet clients, answer inquiries, notify providers of clients' arrival using electronic medical records (EMR) software and support clients in completing self-check using the Kiosk stations as required.
- Support daily activities such as processing referrals, informing clients of booking details and updating the EMR referrals status.
- Register new clients, complete intake for onsite and virtual services, over the phone or OCEAN platform when applicable.
- Support providers working onsite and virtually, provide files upon request, manage electronic incoming and outgoing fax, and scan medical records.
- Make appointment reminder calls, follow-up with clients about their missed appointment as per VCHC policies and procedures.
- Notify clients regarding future appointments via OCEAN, upon clients' request.
- 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 the Administrative Quality Service and Scanning chart audits.
- Prepare VCHC welcome packages.
- Support the collection of client surveys for quality improvement.

- Support providers to coordinate interpretation services for clients.
- Distribute YRT scratch cards, update the tracker, and handle petty cash received from clients.
- Responsible for the incoming and outgoing mail and deliveries.
- Monitor the general office supplies inventory and inform direct supervisor for replenishing.
- Prepare medical records and invoices for external organizations, such as lawyers, insurance companies or other external facilities upon providers' approval using e-fax or mail. Prepare invoices and reconcile payments before sharing cheques with Operations Department.
- Maintain open communication among staff to ensure important information is passed on during shift changes.
- Provide coverage and support general responsibilities to other reception departments during absences or unexpected staff shortages.
- Participate in staff meetings and record minutes.
- Assist staff and student recruitment, orientation, and training.
- Collaborate to achieve deliverables of the Reception Team Workplan.
- Other tasks as assigned by the supervisor depend on the needs of the Centre.

QUALIFICATIONS:

- Enrolled in high school or higher education.
- One year of medical office experience, with demonstrated ability to be flexible, organized, and excellent problem-solving and decision-making skills.
- Experience in dealing with the public in a mature, respectful, and helpful manner.
- Excellent communication and interpersonal skills
- Proficiency and experience working in a computerized environment.
- Experience working with Electronic Medical Record systems i.e. PS Suite is an asset.
- Second language, relevant to the VCHC demographic area is an asset.

Please note: 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 COVID19 vaccination (1st and 2nd dose, booster) is required.

Please send your cover letter and resume to:

Casual On-Call Medical Receptionist Hiring Committee
c/o Vaughan Community Health Centre
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.