



**Medical Secretary - PACT Program (Keswick Site)
Leave Coverage Contract, Full-time (35 hours per week)
\$39,100 - \$46,000**

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. In particular, 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.

The VCHC has expanded its primary health care services. Specifically, the 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) patients to services available at the VCHC.

POSITION SUMMARY:

As a member of the interdisciplinary team the Medical Secretary will provide administrative support to the People Accessing Care Teams (PACT) program which includes a team of allied health professionals, working at the Centre or via purchase of service contracts.

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 in 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 appointment 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 feedback for quality improvement.
- Support providers in usage of 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 about 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 depending on the needs of the Centre.

Program-specific to PACT at Keswick Site

- Maintain the PACT referral tracker and ensure referral information is entered accurately and in a timely manner.
- Communicate with external physicians regarding appointment status of clients and service updates.
- Utilize Microsoft Excel, prepare accurate analysis reports pertaining to referrals received, services requested, stakeholders' feedback (clients and clinicians), appointment bookings, number of clinicians referring to the PACT program and status of referrals.

- Verify PACT purchase of service (POS) client services invoices, and update POS tracker.
- Update PACT evaluation framework tracker monthly
- Update the PACT waiting list monthly.
- Conduct POS stakeholder (e.g. clients, referring clinicians) feedback surveys, process and analyze survey results, and create reports.
- Keep PACT processes and referring physician's directory updated.
- Complete encounters for purchase of services.
- Maintain tracker for site inventory (e.g. furniture, equipment, keys, supplies etc.) and inform site manager of office supplies to be purchased.
- Track petty cash and gift cards for group programs and clients.
- Participate in quality improvement planning.
- Distribute/lend tablets to clients requiring access to virtual individual appointments and or/group programs and track inventory of tablets.

SKILLS AND QUALIFICATIONS:

- 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. Proof of full Covid-19 vaccination (1st and 2nd dose and booster) is required.

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

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.