

Job Description	
Title	Medical Secretary
Reports to	Manager, Street Health Centre
Position Type	Casual, weekday and weekend availability
Location	115 Barrack Street
Salary	\$21.74-\$25.58 per hour

Position Summary

Working in close partnership with a multi-disciplinary team, the Medical Secretary ensures the smooth and efficient operation of the health care team by directing clients and participants to appropriate services and by maintaining all systems that support health care services. This position assists in the cultivation of a warm, welcoming, non-judgmental atmosphere while working in close partnership within a multi-disciplinary model.

Key Responsibilities	Detailed Responsibilities
Client Services	<ul style="list-style-type: none"> • Creates a welcoming atmosphere by warmly greeting individuals, responding to their inquiries, and directing them to appropriate services or resources. • Books, cancels, makes reminder calls and re-schedules client appointments, as required, including prescription renewals, specialist referrals, and diagnostic procedures. • Ensures a tidy, safe and welcoming waiting area. • When required, initiates OHIP protocol for clients with health cards, by calling the Ministry and supporting Practical Assistance referrals. • Handling and documenting small cash and cash equivalents (e.g.: transportation, emergency food vouchers) as required.
Administration	<ul style="list-style-type: none"> • Maintains client records both physical and electronic including: registering new clients; updating information changes for existing clients; maintaining the client information database; and archiving client paper records. • Ensures forms are completed and up to date (e.g., client registration). • Prepares basic reports as required according to schedule. • Scans, follows-up on, and files documents appropriately. • Supports the transition of paper client charts to an electronic client filing system. • Supports the overall functioning of the clinic by pulling client charts, updating charts, and processing inactive charts. • Responds to phone calls and voice mail for the clinic staff as well as transfers calls to other services when necessary. • Performs administrative duties for clinic staff as well as medical/health related programs including maintaining an updated list of community resources, medical specialist referral list, taking meeting minutes, etc. • Maintain inventory of necessary forms & office supplies. • Coordinate embedded clinics for ultrasound and Internal Medicine; reminder calls to patients; faxing over client forms day prior to embed clinics.

Health Team Operations	<ul style="list-style-type: none"> • Contributes to the overall operation of the clinic by working cooperatively with others and supporting an effective multi-disciplinary team environment. • Works cooperatively within the medical secretary team on the “Roles and Responsibilities Training Tool” to ensure skill development for full scope of duties and responsibilities. • Assists to provide the required training and knowledge transfer to coworkers. • Uses established communication pathways to assist in decision making and problem solving, as directed by the Manager. • Ensures that information flow, workplace procedures, and team support are delivered consistently and effectively.
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Organizational Responsibilities

- Promotes and demonstrates through example the mission, values, and culture of KCHC
- Complies with all relevant legislation and KCHC policies, including privacy laws
- Commits to acquiring an understanding of the importance of trauma responsiveness and the impact of Adverse Childhood Experiences (ACEs)
- Supports consistent application and development of KCHC policies and procedures
- Supports KCHC’s student and volunteer placement programs
- Promotes awareness of and participation in KCHC activities
- Demonstrated commitment to continuous learning and quality improvement

Basic Education and Experience Requirements

- Medical Office Assistant Certificate or equivalent certificate or diploma.
- Two plus years office experience, in a health or community setting preferred.
- Experience working with electronic medical records systems.

Knowledge, Skills and Abilities

- Ability to provide welcoming inclusive, non-judgmental service, sensitive to cultural and social barriers that clientele may be facing.
- Knowledge of privacy legislation as it relates to healthcare and private documents.
- Demonstrated ability to work in a multi-disciplinary setting.
- Proficiency in typing, the use of computers and various software applications, database management experience an asset.
- Strong interpersonal (oral and written) and problem-solving skills; a commitment to teamwork.
- Excellent organizational skills, above average attention to detail, and ability to multi-task in a fast-paced environment.

Competencies

Core Competencies: Accountability, Client Focus, Collaboration, Continuous Learning

Position Competencies: Communication, Attention to detail, Conflict Resolution, Initiative, Knowledge/Professional/Technical Expertise, Problem Solving, Teamwork, Time Management.

Other Requirements

- French language is an asset
- Available for weekend and statutory holiday shifts.
- Current and satisfactory Criminal and Vulnerable Persons Check

Application Instructions

- Please include a cover letter clearly outlining how your skills and experiences correspond with the specific job qualifications along with your resume.

- Save all documents as a single PDF file using your own name (Last, First).
- Email to hr@kchc.ca citing reference “**2025-01-KCHC**” in the subject line.
- Applications must be submitted to Human Resources by **January 26, 2025, at 11:59PM.**

As a registered professional, to abide by and be accountable to the ethics and standards set out by the relevant regulatory body of the profession.

All KCHC staff have a duty to understand and follow KCHC policies, uphold high ethical and professional standards, and maintain confidentiality and privacy, using tact and good judgment in all dealings with other staff and clients.

KCHC is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require accommodation to fully participate in the hiring process, please notify Human Resources.

KCHC is a proud Living Wage employer!

**Kingston Community Health Centres, 263 Weller Ave. Kingston ON, K7K 2V4
www.KCHC.ca**