



HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

Strong Core, Healthier Lives

Medical Secretary - Harm Reduction Full Time Position

Hamilton Urban Core Community Health Centre (HUCCHC) is a thriving inner city health centre and a leader in the provision of high-quality primary health services and health promotion programs. Our comprehensive health services are delivered through a dynamic team of multidisciplinary, inter-professional health providers. As an inner-city health centre our client populations include individuals and families with chronic and complex health and social conditions, many of which are living in poverty.

We are seeking a Medical Secretary to join our team and support our harm reduction programs currently comprised of our Consumption and Treatment Services (CTS) and our Hamilton Urban Safer Supply (HUSS) teams. The Medical Secretary provides initial and ongoing personal and telephone contact to Centre clients, visitors, and staff. Working to ensure the smooth operation of the reception area, the position performs secretarial and administrative duties related to the CTS and HUSS teams.

Key Responsibilities:

- Contributes to a welcoming environment through sensitive interactions with clients, maintenance of safety and respect for all
- Provides appropriate internal connections and information as required
- Establishes rapport with clients to build trust and promote effective service use
- Responsible for appointment reminders and follow up with clients
- Coordinates client services with other providers through making appointments with specialists and other agencies and informing clients of appropriate schedules
- Prepares, maintains, updates, retrieves, tracks and files charts electronically
- Produces referrals and correspondence as directed by the clinical staff
- Maintains appointment scheduling template and an up-to-date resource and referral directory
- Coordinate CTS schedules and problem solve staff coverage issues appropriately of absent staff members
- Revises provider's schedules for the HUSS team
- Responsible for the in-coming and out-going mail
- Responsible for the document management and distribution systems and maintains inventory of necessary forms and office supplies
- Promote information about the Centre's harm reduction programs through social media and other promotional outlets. Ensure the website contains and is continually updated with current information
- Facilitate internal communication through various means including development and maintenance of newsletter, staff bulletins, promotional flyers, and other communication vehicles
- Research, compile and provide information and reports as requested
- Develop and implement systems of record keeping, reporting and information gathering and distribution as required
- Maintain sound office procedures and systems, by designing, implementing and maintaining effective and efficient internal control tools and/or processes

- Maintain sound office procedures and systems, by designing, implementing and maintaining effective and efficient internal control tools and/or processes
- Following the prescribed protocol, purchase equipment, services and supplies related to administrative functioning in the harm reduction programs and maintain an accurate and current inventory of same. Ensure the timely purchase of supplies and materials
- Responsible for telephones including retrieving messages from answering service
- Responsible for taking meeting minutes
- Engage and provide supervision to volunteers, graduates, students and/or learners as appropriate and in accordance with the Centre's standards and commitment to learning
- Other duties as may be assigned

Qualifications:

- Post-secondary education in medical secretary or health office administration
- Three to five years of administrative experience with progressive responsibility preferably in a community health/social services environment
- Applicants from racialized and marginalized communities are strongly encouraged to apply
- Experience working within the anti-racism, anti-oppression, and harm-reduction frameworks
- Proficiency in typing and using computer and various software applications e.g., MS Office
- Excellent communication and organization abilities
- Experience with and sensitivity to issues impacting priority populations
- Proficiency in language (s) other than English considered an asset
- Established administrative and organizational skills gained through several years' office experience
- Knowledge of PS suite of EMR would be an asset
- Knowledge and proficiency in the use of computers and various software including MS Office, Adobe, Canva
- Solid organizational skills and ability to work independently
- Experience coordinating work schedules for staff, volunteers or relief workers
- Knowledge of basic graphic design, an asset

Hiring range: Starting from \$42,940.52

Interested individuals should forward **a resume and cover letter** by 11:59Pm on **Friday November 24, 2023** to:

Hiring Committee: Medical Secretary - Harm Reduction

Hamilton Urban Core Community Health Centre
Admin: 121-181 Main Street Hamilton, Ontario L8P 4S1
Fax: 905-522-5374 Email: administration@hucchc.com

*Hamilton Urban Core is committed to equity in employment.
While we appreciate every application only those selected for an interview will be contacted.*