

Administrative Assistant
Permanent, Full time (37.5 hours/week)

The Upper Grand Family Health Team (UGFHT) offers the opportunity to join an innovative, community-based primary health care team serving the Arthur, Fergus, and Elora areas. We are looking for a talented team player to join us as we continue to provide a model of excellence in rural primary health care.

Position summary

The Upper Grand Family Health Team Administrative Assistant is the first point of contact for clients and enhances the overall administrative effectiveness of the organization by being responsible for a wide variety of administrative tasks. The Administrative Assistant keeps the office running smoothly, maintaining a warm, welcoming and clean professional working environment throughout the office. The successful candidate will report directly to the Executive Director.

Responsibilities

- Greets clients and directs them appropriately
- Answers, screens and transfers all telephone calls
- Schedules appointments and manage provider calendars using the Electronic Medical Record (EMR) system
- Manages and/or directs inquiries as appropriate
- Receives, sorts and delivers all incoming mail, faxes and courier/supplier deliveries
- Books meeting rooms and manages room availability and bookings for staff and outside organizations
- Establishes and maintains good working relationships with all team members, doctors and staff from physician offices, Trailside Building Manager and outside organizations and agencies
- Monitor and order office supplies as needed
- Maintain a clean and organized office environment
- Assists with office errands as needed
- Provides information to client's regarding the services offered at the UGFHT
- Assists in quality and process improvement initiatives
- Provides feedback in the development and evaluation of policies and procedures as requested
- Acts as backup for the Clinical Administrative Support staff member when required
- Provides orientation to new staff
- Other duties as assigned to support operations

Skills and Abilities

- Excellent interpersonal and communication skills
- Ability to prioritize a wide range of job activities with accuracy and speed
- Strong organizational skills and attention to detail
- Ability to work independently and collaboratively in a fast-paced team environment
- Strong time management abilities to effectively set priorities and complete tasks on time
- Ability to keep confidential all information regarding clients, patients, health care providers, employees, business operations and clinic/team functioning
- Strong problem solving skills to effectively support clients and team members
- Ability to deal with people in distress, utilizing de-escalation skills

Requirements

- Successful completion of grade 12 required
- Completion of a post-secondary diploma or certificate in Office Administration, Health Office Administration, or a related field, an asset
- Minimum 3 years of experience in a receptionist or administrative support role; healthcare or clinic setting preferred
- Excellent communication and interpersonal skills
- Strong organizational skills and attention to detail
- Strong problem solving skills
- Proficiency in the use of computer and phone systems, including Microsoft Office Suite, Electronic Medical Records (EMRs - Telus PS Suites an asset)
- Ability to multi-task, prioritize and manage time effectively in a fast-paced environment.
- Experience working with, and knowledge of the local health care system and community resources an asset
- Strong customer service orientation and a demonstrated ability to handle difficult situations as they arise; ability to be diplomatic, tactful and discreet in working with our clients, their family members, physicians and coworkers
- Flexibility to accept and adapt to changes in job activities and responsibilities
- Understanding of PHIPA and healthcare privacy regulations, preferred
- Valid Ontario Drivers' License and access to own reliable vehicle, preferred
- Vulnerable Sector Check required
- Proof of immunization status based on recommendations from the Canadian Immunization Guide required
- Hours of work are 8:00am-4:00pm, Monday to Friday, in the office

Interested candidates should submit a cover letter and résumé to:

Nicole Bird, Manager, Human Resources & Administration
Upper Grand Family Health Team
Trailside Medical Centre
107-6420 Beatty Line N, Fergus ON N1M 2W3
careers@uppergrandfht.org
Fax: (519) 843-7386

The Upper Grand Family Health Team (UGFHT) is an equal opportunity employer and supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, indigenous peoples and persons with a disability.

The UGFHT is committed to providing a barrier-free environment for all our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations. Accommodation will be provided in all parts of the hiring process as required under The UGFHT's Employment Accommodation policy. Applicants with needs that require accommodation are encouraged to contact our Manager, Human Resources & Administration at (519) 843-3947 extension 100 or careers@uppergrandfht.org

We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.