

Medical Receptionist

Belleville and Quinte West Community Health Centre (BQWCHC) – Quinte West loc
Full time Permanent 1.0 FTE - \$ 35,793 - \$43,461

The Medical Receptionist, as the first point of contact to the Belleville and Quinte West Community Health Centre (BQWCHC), is responsible for greeting all clients and visitors both in-person and by telephone. This position operates and maintains client appointment scheduling and client records management and other document management systems. Provides clerical administrative support to BQWCHC staff and ensures effective communication between staff and clients/guests who utilize the centre.

KEY AREAS OF RESPONSIBILITY

- Welcomes clients and visitors to the Centre, providing information and support for enquiries as able. Utilizing a low-barrier, judgement-free, trauma-informed perspective, with a calm, solution focused approach in situations requiring de-escalation.
- Provides waiting room management; contributing to orderly operations of laundry/shower program; ensures welcoming environment and supplies management of waiting room.
- Schedule client appointments and intakes; communicating with staff re: schedule changes; strategizing scheduling arrangements to ensure access to services.
- Ensures accurate and timely updates of client demographic information into electronic system; maintains electronic wait-list database. Provides general secretarial services to support the teams and activities of the Centre including preparing correspondence and reports.
- Assists with room bookings and scheduling systems.
- Participates in promotion of activities of the Centre.
- Manages multi-phone line system. Scanning, faxing, photocopying, filing and correspondence management.
- Contributes to inventory management of general office supplies, harm reduction inventory.
- Conducts screening to ensure Infection Prevention and Control procedures are followed.

QUALIFICATIONS

- Medical Office Secretary Certificate and/or equivalent of education and experience in a health care setting working in a fast-paced environment.
- Proficiency in the use of computers and various software applications, including standard office equipment.
- Experience in an electronic medical record (TELUS PS Suites) preferred.
- Seasoned professional with excellent communication skills; ability to work well in an inter-professional and collaborative environment.
- Demonstrated ability to work effectively and efficiently with a focus on detail, accuracy, accountability, reliability, and responsibility.
- Experience working with individuals facing barriers to accessing equitable care, an asset, including those with a history of trauma and/or mental health and addictions challenges.
- Managing change in a constructive and positive fashion.
- One evening shift per week is required; occasional additional evenings as necessary to ensure coverage in the reception role.

TO APPLY

To apply for this opportunity please forward your resume and cover letter electronically to hr@bqwchc.com.
Within the subject line of your email, please indicate the position title for which you are applying.

Deadline for applications is May 20, 2024, at 4pm.

BQWCHC is an equal opportunity employer. If you require accommodation to participate in the hiring process, please call 613-965-0698 x 163 or email hr@bqwchc.com. For more information visit our website at www.bqwchc.com.

We sincerely thank all applicants however, only those selected for an interview will be contacted.