

## **CLINICAL RECEPTIONIST**

### **JOB SUMMARY**

**The Windsor Family Health Team's (WFHT) Mission is Providing Exceptional Primary Care as an Integrated Team.** Within a busy and fast-paced medical environment, the Clinical Receptionist assists patients to receive primary care services and in the facilitation of external referrals. The Clinical Receptionist reports to the Manager of Human Resources and Finance.

### **QUALIFICATIONS AND EXPERIENCE**

- A minimum of 2 years' experience working as an administrative support role in a health care setting
- Experience working with Electronic Medical Records (EMR)
- Comfortable with a variety of computer applications including MS Office and Outlook
- Ability to perform multiple tasks within a fast-paced environment
- Exceptional organizational skills
- Strong English written and verbal communication skills
- Arabic speaking an asset, but not required
- Functions well individually and as part of a team

### **JOB DESCRIPTION**

- Works with multiple providers in facilitating patient care
- Greet and direct patients/ visitors and answer routine enquiries
- Answer/ route calls from a multi-line telephone system
- Schedule patient appointments
- Manage specialist referrals
- Maintain and respect patient confidentiality; comply with guidelines established by the practice and the Personal Health Information Protection Act
- Facilitate new enrollments
- Handle incoming and outgoing mail and fax
- Perform a variety of routine assignments as appropriate primarily using the EMR to draft correspondence, enter data, print letters, labels, reports and other documents
- Miscellaneous job-related duties as assigned
- Open and close clinic as required
- Handle cash and debit transactions

### **ORGANIZATIONAL DUTIES AND RESPONSIBILITIES**

In addition to specific key job responsibilities identified in the Job Description, the Clinical Receptionist is also responsible to contribute and support the overall culture and working environment of WFHT by:

- providing a welcoming and supportive environment for clients;
- acting with professionalism and courtesy toward clients, the general public and other staff members;
- working in a manner that:
  - promotes and maintains the reputation of WFHT and minimizes risk of harm and/or liability to WFHT;

- preserves, maintains and respects privacy and confidentiality of client and staff information;
- meets all Health and Safety requirements to ensure a healthy and safe workplace;
- complies with WFHT's Policies and Procedures, applicable legislation as well as professional standards of conduct in human resources and financial management;
- is cooperative with other staff members both individually and in teams;
- respects and values the diversity of communities and individuals;
- promotes awareness of and participation in WFHT activities;
- contributes to the WFHT's work by attending and participating in meetings and committees by contributing ideas, opinions and information;
- demonstrates a commitment to ongoing training and development, by bringing forward training needs and takes responsibility for seeking out relevant training opportunities;
- contributes to the WFHT's efforts to secure resources for current and new programs, services and activities.

### **OTHER CONDITIONS**

- Must be available to perform other duties as assigned.
- Must be available to work evenings and weekends.
- Candidates successful in obtaining employment will be required to provide a Criminal Record Check with Vulnerable Section Screening valid within six months prior to the start date.

Thank you for your interest in the Windsor Family Health Team. Only those candidates selected will be contacted for an interview. WFHT supports a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply.

Interested candidates are invited to submit a detailed resume to [lfawler@windsorfht.ca](mailto:lfawler@windsorfht.ca) no later than 5:00 p.m. Monday, April 29, 2024.

Full-time, Permanent

Salary: \$42,519/year (current funded rate)

Extended Health Benefits

Healthcare of Ontario Pension Plan (HOOPP)