



Central Brampton

Family Health Team

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Position: Administrative Assistant – 1 Full Time Position

Reports to: Executive Director

Start Date: ASAP

Deadline: August 21, 2020

The Central Brampton Family Health Team is in pursuit of hiring an efficient, organized and professional Administrative Assistant who will be responsible for providing Administrative support to health care providers, the Executive Director and patients. The Administrative assistant will aid in the completion of a variety of Administrative tasks, while promoting an efficient office environment.

Responsibilities:

- Provide reception support for Interdisciplinary Health Care Providers (IHP's) as assigned;
- Make phone calls as required to book and schedule appointments;
- Ensure all IHP schedules are managed appropriately (rescheduling and reminder calls);
- Provide administrative support for assigned IHPs' programs;
- Provide administrative support to Executive Director;
- Call and remind patients registered for programs of start dates and times;
- Answering patient inquiries (in person, on phone) in a professional manner;
- Accurately scan and upload documents into the EMR (electronic medical records)
- Photocopying handouts for clinics, group sessions, surveys and appointments
- Ordering of office supplies and clinical equipment
- Handle phone system and voice mail set up for staff, extension changes for staff, checking and replying to messages, and any trouble shooting
- Create and Record voice greetings, manage voice mail boxes;
- Triage referrals to the Allied Health Professionals to book appropriately to programs such as: Diabetes Clinics, Geriatric Clinic, Lung Health, Mental Health Group Sessions and more;
- Reminder Calls to be made for all Allied health professional appointments
- Book lunch n learn meetings for the office
- Coordinating and scheduling Diabetes Clinics for Diabetes Clinic Team in the EMR (electronic medical records). Setting up Diabetes Schedules appropriately;
- Prepare all necessary paper work for programs and handouts to patients attending programs Support the flow of the programs with the clinical Team;
- Demonstrate strong organizational skills with the ability to prioritize and maintain a variety of activities;



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- Exercise tact and discretion in dealing with patients, protecting confidential and sensitive information of patients, their families, personnel and the FHT organization;
- Clear understanding of current PHIPA legislation (Personal Health Information Protection Act)
- Updating any required Log books
- Faxing referrals and requisitions
- Book medical device calibration/servicing
- Support Nursing staff to edit and update Medical Directives when required;
- Clear understanding of Occupational Health and Safety legislation.
- Member of the Joint Health and Safety committee
- Send/Receive/Sort Mail and Packages (incoming and outgoing)
- Contacting physician offices/laboratories with Privacy breaches
- Documenting on Privacy breaches and reporting to Privacy Officer
- Participate in team building, program development, and improvement activities
- Participate in staff meetings, to exchange ideas and receive mutual support
- Take minutes for FHT staff meetings, and any other meetings assigned.
- Comply with established personnel policies, procedures, standards and guidelines for operation
- Ensuring IT equipment is operating, Troubleshooting minor computer issues and fixing them for all staff
- Troubleshooting medical device issues, and taking appropriate action for repairs
- Installing and un-installing computer software
- Setting up newly purchased medical devices and teaching employees how to use them
- Scheduling package pick-up (Purolator, Canada post, UPS, etc.)
- Ensure TV monitor is on daily
- Manage Special projects
- Other duties as assigned

Education, Experience and skills:

- Post-Secondary education diploma in Business Administration or Health Administration required accompanied by 3-5 years of direct working experience within a healthcare setting
- Medical terminology knowledge
- Proficient knowledge of and working experience with computer systems and applications such as PowerPoint, Word, Excel, Email, Oscar EMR and other relevant software applications
- Excellence in customer service
- Excellent verbal and written communication skills
- Interpersonal skills, diplomacy and discretion, excellent telephone manner

- Ability to work collaboratively as a member of the multi-disciplinary team



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- Ability to maintain client and centre confidentiality
- Ability to work well under pressure and handle difficult situations in a calm manner
- Must be detailed organized, well organized and self-starter
- High degree of accuracy and attention to detail
- Positive work and attendance record

Job requirements:

- Must have a valid drivers and access to a car
- Must be able to occasionally work outside of regular business hours and / or at different FHT locations
- On call to fill staff absence, coverage for illness, vacation

What we offer:

- Collegial and collaborative atmosphere with a commitment to employee and organizational development
- A commitment to open and respectful communication

Interested, qualified candidates should send their current resume and cover letter to Elvira Trichilo, Human Resource Manager, etrichilo@cbfht.ca

The Central Brampton Family Health Team (CBFHT) supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, aboriginal peoples and disabled persons. CBFHT is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for disability during any stage of the recruitment process, please advise our Human Resources Manager. Personal information contained in applications will be used for recruitment purposes and collected as per Freedom of Information (F.O.I.) and Protection of Privacy Act, 1987.

We thank all applicants for expressing interest in this position; however only those selected for an interview will be contacted.