



Women's Health In Women's Hands
Community Health Centre
2 Carlton Street, Suite 500
Toronto, Ontario M5B 1J3

T: (416) 593-7655

F: (416) 593-5867

Website Address: www.whiwh.com

Women's Health in Women's Hands Community Health Centre provides primary healthcare to racialized women from the African, Black, Caribbean, Latin American and South Asian communities in Toronto and surrounding municipalities. We are committed to working from an inclusive feminist, pro-choice, anti-racist, anti-oppression, and multilingual participatory framework

The Centre offers the following opportunity for a professional, motivated and dynamic individual to join the team.

CLINICAL RECEPTIONIST FULL -TIME

The Clinical Receptionist shall work within the mandate of Women's Health in Women's Hands Community Health Center. You will share your reception/administration skills and expertise to ensure that the Centre's administrative systems and infrastructure effectively support the Centre's mission and vision. Your key areas of responsibility include reception management, office, and facility support. All WHIWH staff must abide by the Guidance for Primary Health Care settings for Covid-19 and Public Health Guidelines for Covid-19. These guidelines include and are not limited to point of entry screening requirements, wearing a surgical mask during your onsite work hours and performing hand hygiene.

Specific responsibilities include:

1. Greet patients and visitors of the Centre; direct all clients and visitors to the appropriate location and services; be courteous, polite and helpful to the public and clients when representing Women's Health in Women's Hands;
2. Provide efficient and professional telephone services, transfer calls according to established protocols using judgment to determine activities requiring priority attention;
3. Co-manage all aspects of the Clinical reception desk including assisting clients.
4. As part of the administrative team you will need to do some shifts as a door screener:
 - Duties involve greeting and screening all staff, patients, and visitors to the Centre in an orderly and systematic fashion.

- Administering a Covid-19 questionnaire and gathering contact information for all persons coming to the Centre. In addition, you will be taking temperature readings for each person and recording the readings on each questionnaire.
 - During door screening shifts you must wear personal protective equipment (PPE) which includes a mask, goggles, gown and gloves provided by the Centre. You will also ensure that all persons are wearing a mask and use hand sanitiser before entering the Centre. You will provide a surgical mask and show clients how to don (put on) the mask when needed.
 - In accordance to the screening procedure, you will contact medical staff at the Centre as needed based on the Covid-19 screening questionnaire protocol.
5. Assist with client registration and schedule client appointments according to the Centre's protocols;
 6. Providing administrative support to the Clinical Team which includes but is not limited to photocopying, documentation creation, event support, maintain forms and office supplies
 7. Initiate crisis response procedures when necessary.
 8. Maintain high-quality client data.
 9. Schedule relevant support services for client care.
 10. Other duties as assigned.

You bring to this role a secondary school diploma with a minimum of 2 years of reception/secretarial experience, preferably in a not-for-profit or healthcare environment, Community Health Centre experience is an asset. You are proficient in typing and in the use of standard computer software applications i.e. Microsoft Word, Excel and PowerPoint. You are able to plan, organize and prioritize workload and able to work in a fast-paced environment with minimal supervision and take initiative. Experience with Electronic Medical Records particularly with PS Suite an asset.

Knowledge of women's health and disability issues is an asset. In addition to English, knowledge of a language spoken within one of the four priority communities is an asset.

Women's Health in Women's Hands offers a competitive salary and benefits, along with a multidisciplinary team environment where work-life balance is valued and practised.

To apply for this challenging opportunity in a dynamic organization please forward your resume and cover letter with the subject line: **“Clinical Receptionist”** to the attention of:

**Human Resources
Women’s Health in Women’s Hands Community Health Centre
2 Carlton St. Suite 500
Toronto, ON
M5B 1J3**

recruitment@whiwh.com

Deadline: September 16, 2021

We strongly encourage individuals from our priority populations to apply.

Accommodation will be supplied on request.

We thank all applicants for their interest; however, only those selected will be contacted.