



**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](http://www.whiwh.com)**

## **CLINICAL RECEPTIONIST PERMANENT FULLTIME**

WHIWH CHC provides racialized women, trans and non-binary clients from the African, Black, Caribbean, Latin American, and South Asian communities in Toronto and surrounding municipalities with culturally safe, relevant, and responsive primary healthcare. We are changemakers engaged in knowledge transfer and exchange, research, capacity building, and advocacy within and across multiple systems.

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.

### **RESPONSIBILITIES:**

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. Order, stock and maintain an adequate inventory of medical and pandemic supplies in the exam rooms and storage cupboards.
  11. Ensure exam rooms, and medical supply cupboards are kept safe, clean and stocked
  12. Order, maintain and ensure proper and safe functioning of all medical equipment, coordinating repairs as required
  13. Maintain supplies of specimen collection containers in public washrooms.
  14. Other duties as assigned.

### **QUALIFICATIONS:**

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.

### **REPORTING**

This position reports to the Director, Primary Health Care Services

## **APPLICATION PROCESS**

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:

**Women’s Health in Women’s Hands Community Health Centre**  
**Human Resources Department**  
**recruitment@whiwh.com**

## **APPLICATION DEADLINE**

Posted: December 6, 2022  
Closing Date: December 20, 2022

**COMPENSATION:** Based on experience and qualification or \$33,890 with an annual step progression to a maximum of \$41,606

WHIWH is committed to reflecting the diversity of the communities it serves and we strongly encourage applicants who reflect Toronto’s ethnic and cultural diversity and our priority populations.

We welcome and encourage applications from all qualified candidates

WHIWH is working towards gender equity in pay

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

WHIWH has a Covid-19 Vaccination Policy that requires employees to take part in COVID-19 vaccination programs recommended by public health authorities unless approved for an exemption request under the Ontario Human Rights Code. Compliance with this policy is mandatory for this position.