



Internal & External Posting

Administrative Assistant Allied Health Program

Temporary Full Time Position: 35 hours per week

Contract Period: Until March 31st 2024

Position Expected Start Date: February 2023

Salary: \$38,748.00 to \$46,387.00 per year

Location: East Mississauga/ Evans Site

Proof of Vulnerable Check required prior to hiring

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

- Under the supervision of the Manager, Allied Health Programs, the Administrative Assistant provides reception and administrative support to the East Mississauga Diabetes Program.
- The Administrative Assistant is a key link between the client and the provider. They display courteous and caring mannerisms while registering clients, managing the appointment schedule and referrals, and are involved in administrative aspects of the program.
- The Administrative Assistant ensures that all organizational policies are followed.

Primary Responsibilities

- Greet individuals at reception in a courteous and professional manner.
- Answer/transfer incoming phone calls; make outgoing calls as needed; take messages; check messages in inbox; and respond accordingly in a courteous, professional and timely manner.
- Register new clients, which includes assisting with filling out registration forms and de-roster clients as needed.
- Book client appointments for East Mississauga Diabetes team and internal services; confirm new client appointments; and share the responsibility of calling clients for follow-up appointments as directed by the providers or client recall system.
- Receive urgent messages and direct information and/or chart to appropriate provider for timely follow-up.
- Arrange for translation/interpretation services as required.

- Perform data entry in the clinic's Electronic Health Record.
- Scan and file test results and correspondence in a timely manner.
- Book home visits and/or make arrangements with the support worker/family member, etc. if needed; and confirm appointments prior to the visit.
- Receive and process lab results.
- Process electronic and paper documentation; filing, scanning and faxing.
- Sort, date-stamp and distribute incoming mail and faxes and collect and post outgoing mail, photocopy and type general correspondence.
- Know and share LAMP resources with all clients.
- Change/order toner for the machines and refill paper as needed
- Clean/sanitize the reception area, waiting room and personal desk space and record it in log book.
- Participate in team and LAMP all staff meetings regularly.
- Provide coverage for other Administrative colleagues as appropriate when they are absent and contribute to overall team functioning by assisting where needed.

Required Qualifications

- Medical Office Administration Diploma from a recognized institution or equivalent.
- Two to three years of experience in a community health setting.
- Understand privacy legislations, medical and health care system, diversity and inclusion.
- Knowledge of health care coverage programs.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Typing speed of 45 WPM.
- Great attention to detail with the ability to work under pressure, account for results, and meet challenging deadlines with the ability to maintain a positive attitude
- Professional and empathetic.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre (CHC) and the East Mississauga region, as well as a second language that is reflective of the community being served are all preferable assets

Proficiency in the Following Computer Skills

- Excellent working knowledge and ability to navigate a PC windows environment, including shared drives.
- Advanced skills and experience using Microsoft applications (Word, Outlook & Excel).
- Advanced skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications (i.e. Electronic Health Records – Telus PS Suites)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- The hours may vary (day and evening) with shifts predominantly in the afternoon and evening.
- Must be able to work in a fast-paced environment, work under pressure and be able to make sound decisions within their scope.
- Must also be able to display great understanding and patience when working with all clients, including those who may present challenges.
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. **“Walk the talk.”**

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP’s Health & Safety regulations and LAMP’s policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Administrative Assistant, Allied Health Program
Internal Deadline	5:00 pm on Monday, February 20, 2023
External Deadline	5:00 pm on Monday, February 27, 2023

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please.***