



Internal/External Posting

Supervisor, Primary Health Care Administration

Full Time Permanent Position: 35 hours per week

Salary Range: \$49,724.00 to \$59,688.00 per year

Expected Started Date: As soon as possible

Location: Lakeshore & East Mississauga Community Health Centre sites

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 manage their health and environment.

Job Summary

Reporting to the Director, Clinical Programs, the Supervisor, Primary Health Care Administration ensures clients have a welcoming, safe and inclusive experience at LAMP from the moment they establish contact with the organization through Reception, Intake and Medical administrative staff. The role provides support to the PHC administrative team and PHC management across the LAMP CHC (both at the Lakeshore and East Mississauga sites). The Supervisor is responsible for the direct supervision of Medical Office Assistants, Reception, as well as Intake staff at both sites and ensures the quality of administrative functions that facilitate efficient, quality and integrated service delivery.

The Supervisor will ensure that relevant policies are up-to-date and accessible and that all organizational policies are followed.

Primary Responsibilities

- Responsible for recruitment, orientation, training, scheduling, supervision and evaluation of Medical Office Assistants, Reception and Client Intake staff, as well as applicable contract and relief staff, students, and volunteers.
- Develops and maintain an effective team and provide mentorship and coaching as required.
- Coordinates and leads Administrative meetings on regular basis including preparing and distributing the agenda and recording minutes.
- Provides administrative support to PHC management.
- Researches and leads the implementation of administrative best practice.
- Monitors and supports administrative functions to promote efficient daily operations and workflows.
- Leads, organizes and, participates in the administrative audits and quality improvement initiatives.
- Monitors a budget for routine operating expenses as well as the emergency fund.
- Provides administrative support to clinics in PHC (ex. psychiatry, asthma and other ad-hoc clinics).

- Prepares, tracks, and reconciles administrative reports to ensure accuracy, flag discrepancies and lead identified corrective measures and action items in consultation with management.
- Submits reports, documentation and correspondence in a timely manner.
- Works effectively in a busy environment with the ability to balance job requirements including timely response to internal/external correspondence.
- Consults with PHC team to develop effective and consistent administrative workflows that optimize and streamline Electronic Health Record use.
- Provides administrative support related to organizational quality improvement and strategic planning initiatives (ex. PHC survey, chart audits).
- Ensures that the waiting rooms and client education materials/bulletin boards/resources are updated, accessible and accurate.
- Ensures that infection control cleaning protocols are followed and implemented.
- Ensures the compliance with Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting or significant concerns or incidents.
- Other duties as assigned.

Required Qualifications

- Post-secondary diploma in medical office or business administration or equivalent.
- Three years of administrative experience in a medical office setting, minimum.
- Three years of supervisory experience, minimum.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Demonstrated ability to facilitate and support high functioning cohesive teams.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Ability to prioritize and facilitate change management.
- Demonstrated flexibility to work well under pressure and strong time management skills.
- Ability to de-escalate stressful situations in a calm and professional manner.
- Demonstrated experience in effectively coaching & supervising staff.
- Knowledge of the Personal Health Information Protection Act (PHIPA)
- Knowledge of immigration policies and health care.
- Knowledge of Occupational Health and Safety Laws.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke and/or Mississauga, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Superior skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & SharePoint).
- Advanced skills and ability to easily navigate the internet, PC software, social media, and shared drives.
- Ability to learn new software quickly and willingness to continuously develop technology skills.
- Experience and accuracy using database applications (i.e. Electronic Health Records, etc.)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- Must be able to work under pressure and in a fast-paced environment.
- Required to work at multiple locations.
- The position will require some overtime, evenings and/or weekend work or during the holidays.
- Must also be able to work compassionately with complex clients.
- 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.”**
- 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.

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.
- Periods of standing and some occasional lifting may be required.
- Demonstrates safe work habits, and maintains a clean working environment.

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 Supervisor, PHC Administration
Internal Deadline	5:00 pm on Tuesday, May 23, 2023
External Deadline	5:00 pm on Tuesday, May 30, 2023

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