



## Internal/External Posting

### Medical Administrative Assistant, Primary Health Care, (Summer Student)

#### Dependent on Funding

**Contract Position: 35 hours per week**

**Contract Period: May 2024 – August 2024**

**Salary: \$19.50 per hour**

**Number of Positions: 2**

**Location: Lakeshore Site**

**This is a summer job opportunity for those between the age of 18 and 30 years at the start of employment, are a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*\*; and is legally entitled to work according to the relevant provincial / territorial legislation and regulations (as directed by the funder).**

**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 coordinated 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 direct supervision of the Supervisor – Primary Health Care Administration, the Medical Administration student will work to support the Primary Health Care team to help serve the Etobicoke community, and LAMP Community Health Centre priority populations (i.e. Immigrants and refugees, Francophone communities, seniors, racialized communities, individuals living in poverty, LGBTQQITT2S+ communities) over the summer months.

The Medical Administration Student will ensure that all organizational policies are followed.

#### Primary Responsibilities

- Greeting and responding to individuals at PHC reception in a courteous and professional manner.
- Assist in cleaning/sanitizing the PHC reception area and personal desk space in accordance with current Ministry Infection and Prevention standards.
- Answer/transfer incoming calls; make outgoing calls as needed; take messages; check messages in inbox; and respond accordingly in a timely manner.
- Book client appointments in an electronic medical record database for clinical providers with follow-ups as directed by the Medical Office Assistants (MOAs) and providers.
- Providing client service support (ex. inputting patient information into electronic medical record databases, explaining program limitations to clients and their families, demonstrating patience and respect, assisting patients with various barriers fill out intake/administrative forms).
- Assist in the creation of client records and ensuring the protection of client confidentiality at all times.

- Participate in team and LAMP all staff meetings regularly.
- Provide coverage for MOAs when they are absent, for break coverage, and contribute to overall team functions by providing assistance where needed.
- Other administrative duties as assigned (ex. sending faxes, and distributing incoming mail).

### Required Qualifications

- Working towards or completion of Medical Office Administration Diploma or Post-Secondary Education in Administration, Social Services or Health Sector from a recognized institution or equivalent.
- Understand privacy legislations, medical and health care system, diversity and inclusion.
- Knowledge of health care coverage programs.
- Excellent interpersonal skills 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.
- Great attention to detail with the ability to work under pressure in a busy environment
- Be professional and empathetic
- Positive attitude and dependable with strong initiative and the ability to work both independently and as part of a team
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of the Etobicoke and Metropolitan Toronto community, as well as a second language that is reflective of the community being served are all preferable assets
- Experience in a community health setting is an asset

### 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
- Experience and accuracy using database applications (i.e. Electronic Health Records – PSS)

### Working Conditions

- Hours worked would remain within 8:00am – 8:00pm on Monday through Thursday, and 8:00am – 5:00pm on Friday. Weekends not required.
- Must be able to work in a fast-paced environment, work under pressure, and be able to make sound decisions within their scope.
- Must be able to work with all manner of clients including those with complex needs, communication challenges, or other difficulties.
- 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.

### Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance job requirements in a busy atmosphere, including responding promptly to all communication.
- Some occasional light lifting may be required.
- Demonstrates good and safe work habits – 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](mailto:recruiting@lampchc.org)

**Subject** | **Job Opening for Medical Administration Assistant, LK**

**Internal Deadline** | **5:00 pm on Thursday, April 18, 2024**

**External Deadline** | **5:00 pm on Thursday, April 25, 2024**

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.***