

Primary Care Administrative Assistant, Black Health & Social Services Hub (BHSS Hub)

Permanent Full Time Position: 35 hours per week

Expecting Start Date: August 20, 2025

Salary Range: \$ 40,313.42 to \$48,261.03 per year (\$22.15 to \$26.52 per hour)

Organization Background

The Black Health and Social Services (BHSS Hub) is an Afrocentric, culturally-affirming hub offering primary health care, social services and mental health and addictions support to Black, African and Caribbean (BAC) communities in Peel Region.

Roots Community Services, LAMP Community Health Centre and the Canadian Mental Health Association (CMHA) Peel Dufferin are partnering to offer this initiative which was being designed with the holistic health of the individual as the primary focus. This ensures that services are easily accessible and closer to home for Black, African and Caribbean (BAC) communities in Peel.

Our organizations are grounded in principles of health equity, and we are committed to delivering services and programs through an anti-racism, anti-oppression lens. We strive to create a healthier community by putting people first and addressing systemic barriers to care.

Job Summary

At the heart of our work is an interdisciplinary approach that delivers holistic, community-based care – with a strong focus on individuals who experience barriers to accessing health services. Our team is deeply committed to inclusivity and works within the social determinants of health framework, emphasizing prevention, health promotion, and client education.

Reporting to the Manager, Clinical Programs (BHSS Hub), the Primary Care Administrative Assistant supports the smooth operation of the BHSS Hub primary care team through administrative, operational, and project coordination. This detail-oriented and adaptable role focuses on efficiency, organization, and quality improvement while supporting leadership and special initiatives.

The Administrative Assistant must demonstrate professionalism, discretion, flexibility, and composure when managing multiple, sensitive, and competing priorities across stakeholders. The role also upholds organizational policies and ensures high-quality service aligned with LAMP values, Hub principles, and the health priorities of BAC communities, consistently reflecting the integrity of LAMP and the Hub collaborative.

Primary Responsibilities

- Provide comprehensive administrative support to BHSS Hub Primary Care Leadership including managing calendars, correspondence, internal reports, presentations and confidential documentation.
- Coordinate and monitor daily workflows, staffing schedules, intake tasks and procurement activities to ensure efficient operations and effective service delivery.
- Prepare agendas and materials, take minutes, track action items and manage logistics for leadership and committee meetings, events and clinical operations.
- Support financial and operational functions, including budget tracking, invoice processing, non-insured service billing, inventory management and procurement of office and medical supplies as directed.
- Participate in quality improvement and strategic initiatives, onboarding and recruitment processes and implementation of administrative process enhancements.
- Serve as a key point of contact for internal and external inquiries, ensuring timely follow-up, confidentiality and risk management in all administrative activities.

Required Qualifications

- Diploma or degree in Administrative Studies, Business Administration, or equivalent through combination of education, training and experience;
- At least one (1) year administrative experience in a medical or primary care setting (3 years preferred).
- Strong knowledge of executive administrative functions, health legislation (e.g. PHIPA, OHSA) and advanced proficiency in Microsoft Office and related technologies.
- Excellent communication, organization, time management, and problem-solving skills; able to work independently, exercise sound judgement and manage multiple priorities in a fast-paced environment.
- Demonstrated understanding of Black health equity, social determinants of health, harm reduction, anti-oppression, and inclusive care particularly for marginalized and 2SLGBTQ+ communities.
- Proven ability to work collaboratively within interdisciplinary and diverse teams, with strong interpersonal skills and a commitment to culturally safe, community-based health care.
- Knowledge of the Peel Region, LAMP CHC, Ontario's health system, immigration and health policy are considered assets.
- Fluency in a second language, ability to work flexible hours and valid driver's licence are also considered assets.

What We Offer

For qualifying full-time and part-time employees and pro-rated to full time equivalent:

Comprehensive Health & Wellness Coverage

- Extended health and dental: coverage for prescription drugs, vision, health practitioners and more
- Group life insurance
- Employee Assistance Program (EAP): free, confidential support
- Healthcare discounts via Altum Health for services like massage therapy and physiotherapy
- Free access to Calm (meditation, sleep stories, self-care tools) and access to employee engagement platform Motivosity
- 4 weeks of vacation to start plus paid sick days
- 11 paid statutory and organizational holidays
- Pension: membership in the Healthcare of Ontario Pension Plan (HOOPP)

Growth, Purpose & Community Impact

- Paid orientation, ongoing training, and professional development opportunities
- On-site and e-learning, plus access to course fee support
- Opportunities to serve diverse communities through inclusive, client-centered care
- Collaborative work environment focused on innovation and continuous improvement
- Active involvement in internal/external committees and community partnerships
- A workplace committed to equity, diversity, and removing barriers to accessibility

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. Requests for accommodation due to disability can be made at any stage in the recruitment process.

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

Email Address	recruiting@lampchc.org
Subject	Job Opening for Administrative Assistant, BHSS Hub
External Deadline	5:00 pm on Friday, July 25, 2025

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