

# Two Full-Time Medical Secretaries

For more than 30 years, the London InterCommunity Health Centre has provided health and social services to those who experience barriers to care including poverty, homelessness, language or culture, and complex and/or chronic health conditions including mental health and addictions. Today, with four busy clinics in three of London's most under-served regions, the organization is viewed as a community leader in newcomer health, care of vulnerable women, issues of health equity, client-led service development and the advancement of partnerships that improve access to vital services for the community's most vulnerable.

### About the Position

The London InterCommunity Health Center is looking for two full-time **Medical Secretaries** to join and support our Client Care Support team dedicated to providing health services and programs to those who experience barriers to health and community resources. The Health Centre has four busy London clinics and we serve a vibrant community that includes immigrants and refugees, people living in poverty (*both housed and homeless*), seniors, youth, and those with complex and chronic health challenges - including mental health and addictions.

The Medical Secretary position provides reception and secretarial services as well as program support for an

interdisciplinary health care team. As an important first contact for the clients of the Health Centre, both in person and over the telephone, the position also involves a key public relations component.

We are seeking to fill two positions; one full-time permanent role to support our Health Outreach programming, and one full-time temporary (1 year) position supporting our Primary Care Team. Both of these positions will require 37.5 hours per week with some evening availability to support evening clinics at our Dundas and Huron locations.

### Required Qualifications:

- Medical Office Assistant Diploma or three (3) years experience working in a busy medical environment
- Minimum one year experience answering a multi-line telephone system
- Ability to communicate proficiently with tact and diplomacy with both internal and external partners
- Proficiency in Microsoft Office Suite
- Excellent written and oral communication skills
- Confidence in your ability to work professionally and purposefully with clients, colleagues and community members within a busy, multicultural setting
- Exceptional and proven customer service and relation skills
- Ability to work with diverse communities with respect, sensitivity, creativity, innovation, cultural understanding, and non-judgement
- Ability to attend work at any of our three primary locations as needed



## Come Work With Us!

### Preferred Qualifications:

- Experience with electronic medical record systems, preferably Telus Practice Solutions Suite

### Nice to Haves:

- French and other language skills are considered an asset in supporting the communities we serve.
- Experience with other software applications including databases, Adobe PDF applications.

### What's in it for you:

With a strong focus on employee well-being and development, LIHC is proud to support our staff with a well-structured compensation plan:

- 100% employer-paid health and dental benefits
  - Participation in the Healthcare of Ontario Pension Plan (HOOPP)
  - Paid sick and emergency time to tend to self and family care
  - Numerous interdisciplinary training opportunities to promote growth in your role
- The full-time permanent role also enjoys:
- Paid vacation time
  - Paid time to promote mental well-being and prevent burnout
  - Paid professional development time and funds to support your career goals

### How to Apply:

If you feel you are the right person for us and we are the right place for you, please send a cover letter and resume by email to [jobposting@lihc.on.ca](mailto:jobposting@lihc.on.ca), stating the position title in the subject line of the email. If possible, please also indicate in the body of the email where you are applying from (our website, Indeed.ca, professional association employment boards, post-secondary institution employment boards, etc.).

If emailing an application presents a barrier for you, please feel free to drop off your resume and cover letter to our main location at 659 Dundas St, London.

Submissions will only be accepted until **March 22, 2020**.

The Health Centre is committed to hiring staff that reflect the diversity of the clients and community that we serve.

Should you require accommodation in making an application please contact our office. We thank all applicants for their interest, only those selected will be contacted.

To learn more about the Health Centre visit us online at [www.lihc.on.ca](http://www.lihc.on.ca), follow us on Twitter @HealthCentre or like us on Facebook – London InterCommunity Health Centre.