**JOB DESCRIPTION**

**Position Title: Medical Receptionist**

**Program/Location: Community Health Centre/Lanark**

**Reports to: Primary Care Manager**

**Role:** The Medical Receptionist is an integral member of the Administrative team providing a wide range of reception and secretarial duties to all components of the ConnectWell Community Health.

The Medical Receptionist provides initial and ongoing telephone services to clients, business contacts and community residents. The Medical Receptionist also provides a full range of clerical and administrative support functions to the team.

**POSITION REQUIREMENTS**

1. **Education**

* Diploma in Office Administration or Business Administration, or 1 year working experience
* Medical Terminology Certificate an asset
* Additional Training in computer software and database applications

1. **Professional Experience**

* Two to five years of progressive reception/customer service experience, preferably in a health care setting
* Experience with a multi-line telephone system
* Experience working with an Electronic Medical Record
* Experience working with a broad population with diverse backgrounds

1. **Key Competencies**

* Strong interpersonal, organizational and problem-solving skills
* Effective and professional communication
* Ability to work under pressure and to deal with multiple demands and unpredictable schedules
* Ability to work in a multidisciplinary team environment
* Demonstrates flexibility, good judgment and initiative
* Ability to work independently
* Ability to adapt to the changing health care environment
* Non-judgmental attitude
* Knowledge, experience and proficiency in the use of computers.

1. **Other**

* Required to work onsite
* Ability to work flexible hours including occasional evenings, based on organizational and team needs
* Ability to work independently
* Ability to adapt to the changing health care environment
* Extended periods of sitting and operation of desktop computer and peripherals
* Work in a busy multi-person office environment
* Interaction with coworkers, clients, and community

**POSITION RESPONSIBILITIES**

* Contributes to the effective provision of services and staff time by:
* Receiving and greeting clients and visitors both at the Centre and over the phone, directing them accordingly.
* Supporting/maintaining client flow process
* Reviewing appointments scheduled online
* Receiving calls and taking and directing messages to all staff
* Provides administrative support for programs as required
* Operates and ensures the maintenance of the client encounter system including registration of clients and booking of appointments.
* Maintain updated and accurate client database ensuring all appropriate paperwork is updated and completed
* Processes in/out going mail/faxes.
* Performs regular audits on client registration forms.
* Manages reception inbox daily.
* Maintains regular scanning of forms and documents.
* Maintains bookings for meeting rooms and offices of ConnectWell Community Health.
* Performs general opening and closing procedures of the ConnectWell Community Health.
* Assists in the maintenance of office supplies by monitoring supplies required by the health services/reception area and advising Office Administrator of needs.
* Assist in the purchase and inventory maintenance of medical supplies.
* Assists the Medical Secretaries with general support functions, as required.
* Participates in general staff meetings, staff development and other board/staff meetings and activities as required.
* Other related duties as required.

**Standard ConnectWell Employee Responsibilities**

As an employee of ConnectWell, this position is responsible for the following:

**Administrative**

* Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
* Submits records of time worked and time off in a timely manner
* Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
* Complies and adheres to all applicable ConnectWell policies and procedures

**Organizational Responsibilities**

* Respects and values the diversity of the community and individuals
* Supports the organization’s student placement programs
* Contributes to the organization’s work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation
* Contributes to the organization’s practices of hiring, orienting and training of employees
* Participates actively in team meetings
* Consults with and provides support to team members and other ConnectWell employees regarding professional issues
* Participates in the development of policies and procedures by providing feedback in the organization’s policy development process
* Works in a manner that incorporates health promotion and recognizes the determinants of health
* Participates in team and individual professional development opportunities

**Occupational Health & Safety**

This position must also work within the scope of all legislative and ConnectWell Health and Safety policies. In this capacity, the employee:

* Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health & Safety Act (Section 28)
* Must read and follow all ConnectWell Occupational Health & Safety policies
* Works safely in consideration of the following job hazards: noise, workplace violence
* Participates in Occupational health & Safety training as required:
* AODA
* WHMIS
* Employee Safety Training
* Other (as required)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

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Employee Signature Date

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Supervisor Signature Date