

## Receptionist Permanent Part-time (.8FTE)

Gateway Community Health Centre (Gateway), located in Tweed, Ontario, provides accessible quality care with a focus on health promotion and illness prevention through an inter-professional team in a collaborative practice model. Gateway supports populations at all ages and stages of life with an emphasis on those who are high risk and/or experiencing barriers to accessing services. A systems perspective, a focus on community health, and attention to continuous improvement are essential for success in this role. We are seeking individuals with a passion and commitment towards innovation and an inclusive work environment.

The Receptionist is vital to our organization and supports our Health Care and Allied Health Providers as the initial point and ongoing contact with our clients, the community, and all the members of our interprofessional team. The Receptionist performs reception related duties such as coordinating appointment bookings, as well as managing Electronic Medical records to ensure the smooth flow of documents and information between our Providers, our clients, and external partners. A professional and courteous manner, an enthusiastic approach to a busy, changing workday and a positive, client-centred focus are some of the tools the candidate will use to create a great client experience. If this sounds like you, send us your resume!

### Requirements

- Related education to support role i.e., office administration
- Two to five years of receptionist/secretarial experience – preferably within a health care or social services setting
- Experience managing high call volume through /multi-line telephone system
- Proficiency in the use of computers, various software applications; experience working with Electronic Medical Record systems
- Previous work experience where flexibility, along with organizational and prioritization and critical thinking skills have been demonstrated and developed
- Previous work experience managing multi-provider appointment schedules
- Demonstrated knowledge of Personal Health Information Privacy Act (PHIPA), and acts in accordance with PHIPA
- Customer-service focus with clear communication and interpersonal skills
- Knowledge of current programs and services offered at Gateway CHC and ability to direct clients to the appropriate resource or support
- Ability to work within a multi-faceted team dynamic, as well as independently
- Training and experience in conflict resolution and non-violent intervention techniques an asset
- Experience and/or openness to working with individuals who face barriers accessing traditional health care institutions.
- Respectful of the values and diversity of the communities and individuals we serve.
- French language skills an asset

This position requires flexibility in hours of work to support accessible program service delivery and the Centre's hours of operation. As such, the position entails evening shifts.

Gateway is an inclusive work environment. We welcome and encourage applications from people with disabilities, and we can provide assistance and accommodations upon request for candidates taking part in all aspects of the selection process.

To apply for this position, please provide a **cover letter** and **resume** by **12:00pm on Friday, November 26, 2021**, via **email** to: [Humanresources@gatewaychc.org](mailto:Humanresources@gatewaychc.org). When submitting by email, include **Reception2021** in the subject line.

We sincerely thank all applicants, however, only those selected for an interview will be contacted.

For more information: [www.gatewaychc.org](http://www.gatewaychc.org)