

Family Health Team

790 Bay Street, Ste 508, Toronto, ON M5G 1N8
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**Job Description – Taddle Creek Family Health Team (TC FHT)
Diabetes Education Program (DEP) Administrative Assistant**

Position Summary

The DEP Administrative Assistant works collaboratively with the DEP staff in the management of patients with diabetes. The Administrative Assistant is responsible for overall reception duties, responding to patient inquiries, and communicating appointment information. The DEP requires a flexible person who adapts to a changing environment and strives to create an efficient program for patients with diabetes.

Roles and Responsibilities

Program Support

- Perform clerical duties (e.g. meeting planning, maintaining inventory of office/medical supplies, scanning of medical records, manage referrals)
- Build and maintain DEP schedules (e.g. education room schedule)
- Prepare / set up for group education sessions
- Compile group goals and input into PS
- Compile group evaluations and summarize results quarterly
- Maintain lists of group education sessions
- Order and receive resources
- Put patient education packages together
- Open/sort/route incoming mail
- Complete monthly billing for consulting endocrinologist
- Maintain DEP Petty Cash and complete monthly reports for TCFHT Financial Controller
- Maintain a clean and orderly workspace
- Assess current practice and make suggestions to DEP Coordinator for improvements.
- Maintain professionalism and support the DEP Coordinator in day-to-day operations.
- Coordinate maintenance on electronics (ie. fax, computers, fridge, etc) and maintain records for warranties and contact information.
- Maintain list of referring community physicians.

Patient Management

- Manage booking/referral processes (individual and group appts)
- Meet and greet DEP patients
- Build new patient records in the electronic medical record and locate/import OLIS lab data
- Complete reminder calls to patients of upcoming appointments.
- Provides patients with electronic intake/consent forms, surveys and other forms as needed

Communications

- Fax completed DEP notes to referring physician
- Fax requests to physicians for patient lab results etc.
- Take minutes at weekly DEP team meetings and circulate to team.
- Maintain an ongoing list of tasks/projects and review with DEP Coordinator weekly
- Create and maintain a manual for the Administrative Assistant position.
- Email DEP quarterly newsletter to patients and print and distribute 10 copies for each Suite in TC FHT.
- Coordinate mail outs to patients and physicians at Program Coordinators request.
- Maintain and update DEP content on TCFHT website taddlecreekfht.ca

Project Work

- Complete searches within the electronic medical record to extract lists of Referring Community MDs; DEP Patient Roster; etc.
- Complete data collection of quarterly patient visits and synthesize into reports for the Ministry of Health.
- Other projects as assigned by DEP Coordinator.

The above responsibilities are not to be considered all-inclusive; may be assigned other related duties in the interest of efficient operations of a Family Health Team.

Skills, Knowledge Requirements

- Exceptional organizational skills
- Excellent interpersonal and oral/written communication skills
- Strong problem solving skills
- Knowledge of diabetes not required but would be an asset
- Ability to maintain confidentiality and impartiality
- Capacity to adapt quickly to a fast paced, dynamic work environment
- High degree of accuracy and attention to detail
- Proven participatory work style; ability to work independently and with a team (e.g. ability to work effectively with all members of the health care team)
- Ability to prioritize, manage time effectively and be flexible in a very active work environment
- Exercises good judgment

Computer Skills

- Competence with Microsoft Office with intermediate skills in Excel
- Familiarity with a Mac OS environment
- Experience with clinical management system (CMS), preferably Practice Solutions would be an asset

Language Skills

- English required; French not required but would be an asset

Education and Specific Job Requirements

- Post-secondary education in a related field such as business administration
- Completion of Medical Secretary Course (medical terminology, pharmacology)
- Proficiency in computer applications: Windows, Microsoft Office programs, Email and Internet Research.
- Demonstrated planning, organization, problem solving, research and analysis,

written and oral communication, and conflict resolution skills.

Relevant Experience

- Medical office experience
- Experience in healthcare field
- Experience in administrative office environment including demonstrated competence in word processing, minute taking, public liaison, telephone message intake, drafting policy and procedures.

Reporting Structure

The DEP Med. Sec. consults with the Program Coordinator for day-to-day operations.

Job Specification

Location: 790 Bay St., Toronto, Ontario, Suite 508

Hours of Work: 37.5 hours per week, corresponding to the hours of the Diabetes Education Program. Some evenings and weekends may apply.

Status: Permanent/Full Time

Pay Range: \$34,664-\$38,217

Benefits: 22.5% (Group Insurance Plan & HOOPP)

Annual Vacation Days: 3 weeks (4 weeks after year 1)

Annual Professional Education Dollars: \$500

Annual Education Days: 5

Posting Close: Mar 5, 2018

Please send your resume to hr@tcfht.on.ca

TC FHT is an Affirmative Action Employer and has an Affirmative Action Policy. Designated groups are; minorities, persons with disabilities and aboriginal peoples. TC FHT welcomes applicants from these groups. Persons in these groups must self-identify in order to participate in our program. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.*

**Note: Women are not a designated group as TC FHT/FHO has a high % of women, however, if the balance was to change this group may be added.*