

Job Description

Position: Clinical Administrative Assistant (0.6 FTE)

Job Summary:

The Clinical Administrative Assistant (CAA) is an integral member of the TBC team. The CAA will provide administrative & clinical assistant support that contributes to the delivery of high quality services to midwives and their clients.

Reports to:

Executive Director

Hours/Location of Work:

Standard hours will be three days a week (Ideally, Monday, Wednesday and Friday), 8:30 am to 4:30 pm at Toronto Birth Centre

22.5 hours per week, 2nd Floor Administrative Office, 525 Dundas Street East.

A willingness to work flexible hours on occasion is required.

Job Responsibilities:

The Clinical Administrative Assistant performs duties that fall into the following categories:

1. General Administration

- Reception duties for clinics operating in TBC spaces during standard hours (8:30am – 4:30pm)
- Provide general administrative support to TBC staff and associated health professionals.
- Receive and respond to or redirect enquiries from clients, the public, and various stakeholders received through various channels. Effectively manage difficult interactions.
- Manage translation, production and printing needs of the TBC.
- Compile, prepare, copy, scan and fax documentation and correspondence.
- Organize and maintain filing systems of work in progress, current client records and past records.
- Participate in regular meetings with Clinical Director, Birth Centre Aides (BCAs), the Executive Director and other staff to identify general issues and areas for improvement. Actively participate in staff team building efforts.
- Pick up and deliver health cards on a regular basis (minimal travel required and will be reimbursed)
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2. Facilities Management

- Responsible for managing the overall cleanliness and tidiness of the TBC reception area, kitchen, classroom, and clinic rooms.
- Support evacuation procedures, as required.

3. Financial Management

- Orders and receives TBC goods and services that have been properly requisitioned and approved with associated paperwork.

4. Records Management and Information Technology

- Manage all bookings, records, forms and logs associated with client and vendor use of the TBC Community Space.
- Develop and maintain a client information database.
- Report client bookings, client admissions and birth data to Clinical Director and Executive Director, as required, including merging BORN reports with in-house data.
- Responsible for coordinating the archival of client records
- As directed, develop forms and common templates and surveys for use by the TBC.
- Develop website content and update the TBC website. Manage links.
- Communicate TBC updates through social media (Facebook, Twitter, etc.).
- Assist in trouble-shooting issues associated with office equipment or technology. Arrange for service calls and liaise with vendors, where applicable.

5. Event and Meeting Management

- Point of contact for room reservations in the Community Space, including booking of audiovisual or other equipment, issuing/reviewing contracts, receiving payment, etc.
- Assist the Executive Director and the Office Manager in scheduling and preparing for Board, Committee, and other meetings.
- As required, provide meeting support and record notes, conduct follow-up activities with Midwives Council, Community Council and Quality Advisory Committee.
- Provide assistance in organizing TBC events.
- Assist with TBC marketing and communications activities, as required.

Qualifications:

Education

- Medical Administrator training program certificate or equivalent an asset.
- High school education or equivalent.

Knowledge/Skills

- Knowledge and experience in health care or not-for-profit/public sector organizations.
- Excellent computer skills and knowledge of Microsoft office applications.
- Knowledge of and experience with website updating and content management.
- Understanding and commitment to the TBC'S model of midwifery care.
- Ability to work with minimum supervision, prioritize work, meet deadlines, and manage multiple activities.
- Strong problem solving skills and demonstrated resourcefulness and initiative.
- Excellent oral and written communication skills in English. Proficiency in other languages is considered an asset.
- Must be able to work in, and be sensitive to, a multicultural environment.
- Strong client service orientation. Excellent interpersonal skills and a demonstrated ability to develop mutually respectful relationships with clients, colleagues, vendors, and TBC stakeholders.
- Demonstrates/is willing to demonstrate Indigenous culturally competency in provision of care/daily interactions.
- Demonstrates/is willing to demonstrate skills/knowledge in creating and maintaining a culturally safe space for Indigenous families.
- Good technical and troubleshooting skills related to office technology and equipment.
- Demonstrated professionalism, discretion, and sound judgment.

Experience

- One to two year's work experience in an office environment in an administrative assistant role is required.
- One to two years' experience working with Aboriginal organizations and/or community, is an asset.

Training

- Completed courses at intermediate level in the MS Office suite of programs and/or database software is considered an asset.
- Courses or training in Social Media/Communications and Marketing is also considered an asset.
- Demonstrates/is willing to demonstrate Indigenous culturally competency in provision of care/daily interactions.
- Demonstrates/is willing to demonstrate skills/knowledge in creating and maintaining a culturally safe space for Indigenous families.