



**Nine Circles Community Health Centre**  
Is currently hiring for

**HEALTH CARE RECEPTIONIST**  
(1.0 EFT Permanent (5 days per week)  
\$33,753 to \$39,127 per annum D.O.Q.

### **Job Summary**

Under the direction of the Director of Clinical Programs and under the guidance of the Clinic Coordinator, the Health Care Receptionist is responsible for performing clinical and general administrative and support services, according to established protocols.

The job is full-time, 77.5 hours per two-week period (including holiday pay hours). The regular work days for this position will fall between 8:00 a.m. and 8:00 p.m. Mondays through Fridays. Occasional weekends may be required.

The position is classified as Group 16A, on the CUPE Local 2348 salary scale. A comprehensive benefit package is provided as per employee eligibility via HEB Manitoba.

This position is funded for 2,015 hours annually, including holiday pay hours.

### **Key Responsibilities**

#### General Duties

- Receives incoming telephone calls and in-person inquiries regarding Nine Circles programs and services
- Provides initial point-of-referral for clients, service providers and others seeking information about Nine Circles
- Assess caller or in-person requests and make appropriate referrals to Nine Circles Programs and otherwise assists callers or in-person inquiries by giving them contact information for the correct agency to respond to their inquiry
- Monitoring and maintaining flow in a high traffic area according to Nine Circles guidelines and taking appropriate action when necessary as mandated by Nine Circles Code of Conduct
- Identify potential at risk situations and make appropriate referrals to internal staff and/or initiate use of Nine Circles Distress Policy and provide assistance to staff when requested
- Maintains and monitors the Reception area, tidiness, supplies, resource material, public washrooms, common spaces.
- Implement and maintain administrative systems including meeting calendar, equipment and room bookings

#### Program Support

Works within the Electronic Medical Record to;

- Maintain client demographics
- Manage clinical appointment schedules
- Manage service providers templates and schedules
- Maintain the client referrals and waitlists
- Processing of client intakes/discharges/transfers
- Support statistical collection and program evaluation

## Administration

- Maintains filing systems
- Assist staff through photocopying, supply ordering, minutes, documents, correspondence and participation in special projects and mailouts
- Administer procedures for incoming/outgoing mail services and couriers
- Monitor staff sign-in/sign-out boards (support the fire safety procedure)

A detailed job description stating all position duties and responsibilities is available upon request.

## Qualifications

- Completion of an applicable recognized medical administration/office assistant program. An equivalent combination of education and experience may be considered
- Bilingualism is considered an asset
- Knowledge of patient confidentiality (PHIA)
- Knowledge of medical terminology
- Requires the ability to prioritize demands in an ever-changing, dynamic environment with attention to detail
- Effective organizational skills and data entry accuracy
- Requires effective English written and verbal communication skills
- Demonstrated computer competency and experience working with Microsoft applications including Word, Excel, Power Point, and Outlook
- Experience with electronic medical records
- Must be able to type 40 wpm
- Must demonstrate positive interpersonal communication skills as well as demonstrated ability to communicate with clients that are in distress
- Pleasant telephone manner
- Demonstrated ability to manage interpersonal conflict and adaptability
- Demonstrated ability to manage multiple tasks and inquiries
- Demonstrated problem solving and trouble shooting skills
- Ability to work independently and as a member of a team
- Familiarity with telephone switchboard systems, photocopiers, postage meters, security systems

## How to Apply

Interested candidates may forward their letter of application and résumé to:

Email: [humanresources@ninecircles.ca](mailto:humanresources@ninecircles.ca)

**Deadline for application: Friday, January 19, 2018 by 4:00 p.m.**

Nine Circles encourages application from qualified First Nations and Métis persons, as well as qualified gay, lesbian, bisexual, transgender, and two-spirited persons.

*Nine Circles thanks all applicants for their interest, however only those selected for further consideration will be contacted.*