



Internal/External Employment Opportunity

Position Title:	Central Receptionist
Component/Team:	Client Access Team
Status:	Casual (No guaranteed hours)
Salary Scale:	\$20.32 – \$24.48 hourly plus 4% vacation pay in lieu of benefits
Start Date:	Immediately

Position Description:

The role of the Central Receptionist is to ensure that the first interaction a client or guest of the Centre has is a positive one. The Central Receptionist is a resource for clients, providing general information about resources available at the Centre to facilitate client engagement and access to services. The Central Receptionist plays a vital role in establishing positive relationships with clients. The Central Receptionist also assists with the provision of security monitoring services for the Centre and provides a broad range of clerical/reception support to all components of the Sandy Hill Community Health Centre.

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- Secondary school diploma
- Diploma or other certification in business administration, office administration or medical reception an asset
- Additional training in computer software applications an asset
- Under the Centre's designation to provide French Language Services:
 - French (oral expression): Advanced +
 - French (oral comprehension): Advanced +
 - French (reading comprehension): Advanced +
 - French (writing comprehension): Advanced +
- Fluency in English, both oral and written

Professional Experience

- Two to five years office experience; preferably in a health or social service setting
- Experience with multi-line telephone system
- Experience using an Electronic Clinical Management System / Health Record
- Experience in non-violent crisis intervention



Knowledge, Skills and Abilities

- Strong interpersonal, organizational and problem-solving skills
- Ability to work as part of a multi-disciplinary care giving team
- Positive attitude toward street-involved people, people who are HIV+, hep C+, people with substance use disorder and/or mental health issues
- Non-judgmental attitude
- Ability to take initiative and be assertive
- Ability to deal effectively with the public
- Ability to manage difficult client behaviour
- Ability to work under stress with multiple demands and unpredictability in the work day
- Ability to work within the mandate of the Sandy Hill Community Health Centre
- Ability to work within a harm reduction framework
- Ability to work independently, following specific directions with attention to detail
- Proficiency in the use of computers and various software applications
- Demonstrated flexibility, good judgment, initiative, creativity and cooperative team player
- Respects and values the diversity of communities and individuals
- Sensitivity and alertness to signs of a client in crisis
- Effective oral and written communication skills (in person and by telephone)

Required Availability

- The successful candidate must be available to work between 6:30 am and 8:15 pm.

Reporting Relationship:

The Central Receptionist is directly accountable to the Director, Client Access team for the carrying out of his/her duties, and through the Director, Client Access team to the Executive Director.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Please note that Sandy Hill CHC has a mandatory COVID-19 vaccination policy. All applicants are required to be fully vaccinated against COVID-19 to be considered for employment. An offer of employment will be conditional upon the candidate providing proof of full vaccination. Reasonable accommodations will be considered for individuals with a medical reason or a



reason pursuant to the Human Rights Code that restricts them from being vaccinated against COVID-19.

Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: June 2, 2022

CLOSING DATE: June 16, 2022 at 4:00 p.m.