



Position: Medical Secretary

Shift: 35 hours/week (full time)

Hourly: \$32.00

Start: Immediately

Closing: Open until filled

Location: Auduzhe Mino Nesewinong (Place of Healthy Breathing) 22 Vaughan Rd



Background

Auduzhe Mino Nesewinong (Place of Healthy Breathing) is an Indigenous-led primary health care initiative that has supported First Nations, Inuit and Métis (FNIM) community members for more than 5 years. Grounded in Indigenous values, self-determination, and relationship-based care, Auduzhe was established to address systemic barriers experienced by FNIM peoples. Through trusted community partnerships and outreach-based service delivery, Auduzhe has grown into an interdisciplinary primary health care model that provides culturally safe, trauma-informed, and wholistic care across the continuum, including health promotion, disease prevention, mental health and wellness, and primary care services. Embedded within Na-Me-Res (Native Men's Residence), Auduzhe also supports Indigenous men residing at the shelter by delivering culturally safe, trauma-informed primary health care and mental wellness services in a familiar and trusted setting. Auduzhe's approach prioritizes community-identified needs, continuity of care, and coordination with Indigenous and allied service providers, while advancing Indigenous ways of knowing and being within primary health care settings.

Main Function

The Medical Secretary is an individual who has a deep understanding of client centered care and prioritizes the patients' needs. They provide administrative non-clinical support to our patients and the on-site team at Auduzhe Mino Nesewinong, build trust and rapport with patients and the team members to create a welcoming, supportive and culturally safe space for First Nations, Inuit, and Metis (FNIM) and their household members.

Responsibilities and Duties

Working under the guidance and direction of the Clinical Manager, Medical Secretary Lead and Director of Operations, the Medical Secretary will be responsible for activities involved in the following:

- Support front desk staff and perform reception duties as needed in absence of Clinic Receptionist(s)
- Create and update client information in OSCAR Electronic Medical Records (EMR)
- Perform clinical referrals under the direction of the clinical staff and maintain an up-to-date resource and referral directory.
- Manage all outgoing faxes in relation to referrals, ~~results, forms, etc.~~ as directed by clinicians.
- Manage all incoming electronic faxes in EMR and file appropriately to client electronic chart.
- Aid and support clients and the clinical team by following up on referrals to specialists, laboratory and procedural appointments, and pharmacy inquiries as part of the interprofessional team.
- Ensure proper notification of external medical appointments and medical correspondence to patients as part of the interprofessional team.
- Maintain client confidentiality and privacy at all times as per Na-Me-Res/Auduzhe protocols and PHIPA Standards.
- Monitor and replace sharps containers located in all exam rooms and washrooms throughout the building.
- Restock and keep inventory of medical supplies when delegated by Registered Nurse.
- Perform other related duties as defined by the Medical Secretary Lead, the Clinical Manager, and the Director of Operations.

Qualifications

- Graduate of a Medical Administrative Diploma or acceptable equivalent combination of education and lived experience.
- 3-5 years knowledge/experience working in an Indigenous interprofessional health team or similar.
- Demonstrated understanding of two-spirit, gender-diverse, and queer Indigenous identities.
- Proficiency with EMRs and strong computer skills with knowledge of Microsoft Office, Adobe Acrobat, email, and Internet.
- Strong ability to work independently by taking initiative in collaboration with other members of a busy care-centered team.
- Strong organizational skills, attention to detail, and ability to manage multiple tasks in a timely manner and flexibility to adapt to changing workload.
- Experience with trauma-informed care; able to communicate with clients in a professional, empathetic, and culturally safe manner with fundamental understanding of anti-Indigenous discrimination and oppression.
- Strong communication (verbal/written) and interpersonal skills.
- Awareness and willingness to continue learning about Indigenous Cultural Safety and other cultural learnings/teachings.
- Ability to obtain/maintain a current and clear police check is a condition of employment.
- Up to date immunizations record.

Na-Me-Res encourages First Nation, Inuit, and Métis applicants to apply and please identify in their cover letter and connections to their community. We thank all applicants for their interest, however, only those select for an interview will be contacted. If you are invited to an interview and require accommodation, we will make every effort to accommodate you.

A resume, cover letter, and references can be sent to:

Email: jobs@nameres.org & njohnstone@nameres.org
Fax: (416) 652-3138
Mail: Na-Me-Res (Native Men's Residence) Human Resources
26 Vaughan Road, Toronto, ON M6G 2C4
(Hand delivered applications will not be accepted)