



Position: Front Desk Reception - Casual
Classification: This is a casual position under NEGEU Local 102
Location: 2131 Gottingen Street, Halifax
Pay scale: \$17.04 - \$20.38/hour
Posted: August 10, 2020 – August 17, 2020

The North End Community Health Centre (NECHC) was created in 1971 to meet the needs of the residents of Halifax's North End. Today, it is the largest Community Health Centre in Nova Scotia with a staff of over forty-five people. The Centre provides primary care, outreach and health promotion and prevention programs using a collaborative and multidiscipline team. The NECHC serves one of the most diverse neighbourhoods in Halifax. The NECHC values collaboration, collegiality, teamwork, accountability, continuous quality improvement and respect for diversity.

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our diverse workforce of staff and volunteers reflects and represents the diversity of the people and communities we serve.

Our position postings encourage members from the following communities to apply:

- Indigenous
- African Nova Scotian and/or people of African Descent
- People with disabilities
- Language minorities
- People of Colour and/or racially visible minorities
- Immigrant and refugee
- LGBT2SQ+
- Connected to the North End of Halifax

In order to self-declare inclusion in equity groups please complete the self-declaration form available on our website at nechc.com and submit it with your resume and cover letter.

Your declaration of membership in any of these equity groups will remain confidential.

Position Summary:

The front desk reception team members are key members of the health team providing reception and scheduling services for the all members of the health team and other support staff. The responsibilities include ensuring the overall operation of the reception area including greeting, registering, documenting patients into the electronic medical records system (EMR). Establishing and maintaining files on all patients, sorting and distributing mail which includes scanning medical documents into clients' respective files. Sorting and distributing mail. Maintaining and processing (ADM) Advance Document Management.

In addition, this position will assume other administrative and clerical duties as required by the Patient Care Coordinator and/or other Health Team members.

As the first point of contact with the NECHC, this is a vital role to the success of the health centre and it is essential that front desk staff are courteous, respectful, responsive and helpful to everyone. This position reports to the Manager, Clinical Primary Care.

Education requirements:

- Completion of Grade 12.
- Completion of Office or Medical Administration program.
- Equivalent combination of education and work experience acceptable to the employer.



- Minimum of 3-5 years of experience in a role that requires multiple demands and teamwork.
- Experience in not for profits and health care setting preferred but not essential.
- Extensive experience with multiple business software and troubleshooting highly desirable.
- Non-Violent Crisis Intervention Certificate would be considered an asset.

Knowledge & Skills:

- Proficient in Microsoft Office.
- Able to multitask in a fast-paced environment.
- Knowledge of not for profit governance preferred but not essential.
- Above average communication skills.
- Above average team player.
- Ability to diffuse potentially disruptive situations.
- Ease with working in a computerized environment.
- Attention to detail.
- Dependable, reliable, trustworthy, punctual, professional.
- Flexible and adaptable to change.

Nature & Amount of Experience:

- Minimum of 3-5 years' experience in a similar role that requires multiple demands and teamwork.
- Experience in not for profits and health care setting preferred but not essential.
- Experience working in a collaborative practice setting; with the homeless community an asset; and in a diverse and multicultural environment.

Judgement & Initiative:

- Able to work with minimal supervision.
- Able to respond quickly and appropriately to emergency situations.
- Reports situations requiring attention to Health Team Members.
- Insightful to abilities and contribution to teams and impact on others.
- Committed to lifelong learning and professional development.
- Ability to learn from mistakes.
- Adhere to policies and procedures.

Successful applicants will be required to provide a criminal record check (including Vulnerable Sector Search) at their own cost.

Please email your resume and cover letter to northend@nechc.com by August 17, 2020 at 5pm. Please state the position title in the subject line.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.