JOB POSTING: Permanent Part-Time Receptionist/Secretary

Date of Posting:	October 9, 2026
Position:	Permanent Part-Time Receptionist/Secretary
Job ID:	CCH-2643
Bargaining Status:	C.U.P.E. Local 4891
Vacancy Type:	New Position
Hours of Work:	17.5 hours per week
Service Area:	Primary Health Care
Program/Department:	Medical Services
Reports To:	Director, Primary Health Care/Medical Lead, PSC
Hourly Rate/Salary:	$17,941.50 - $21,616.00 per annum, plus paid vacation days and professional development days
Start Date:	As soon as possible

About CommunitiCare Health

We are a first of its kind community health care agency that provides a full range of community health care and support services in Toronto, offering a blend of community support services, community mental health and addictions services, supportive housing, inter-professional primary care and home care services. We continually look for ways to better serve our clients and our community, and to equitably provide access to community care to keep our clients healthy and happy at home.

About this Opportunity

CommunitiCare Health (CCH) is the lead partner organization for Partners in Health, a primary care collaborative working to improve access to team-based primary care in our community for all primary care agencies in West Toronto.

The incumbent will be employed by CCH to support the delivery of care at one of our participating Partners in Health sites, REACH. REACH, operating out of Parkdale Public School, is located within West Toronto at 78 Seaforth Avenue, Toronto.

The incumbent will be required to work from the Parkdale site and may be required to work from other offsite or CCH locations as required based on community needs.

This primary care environment is dynamic and fast-paced, servicing diverse patient populations with complex and evolving health needs. The role requires the ability to work collaboratively within interdisciplinary teams, adapt to changing priorities and provide responsive, patient-centred care in a busy clinical setting.

As service demands and operational requirements may vary across sites, candidates should be comfortable with working within different practice environments and contributing to a collaborative approach to care delivery across the Partners in Health network.

For questions about this opportunity or the work location, please contact CCH Human Resources at jobs@communiticare.org.

Position Statement/Summary

The Receptionist/Secretary is an integral part of the team at CommunitiCare Health. This position works in a fast-paced environment to ensure that clients' needs for access to services and programs are met efficiently and effectively, manages client flow within the facility and provides support to the clinical and non-clinical teams.

As an integral part of the administration support team, this position works within the context of the Centre's mission statement and strategic directions to ensure that client and provider needs are addressed efficiently and effectively. The ability to see this position as it relates to other staff at the Centre is critical. Continuous attention to quality improvement is essential. To ensure consistency and continuity of care for clients, this position works in close collaboration with the Managers of Interprofessional Primary Care, the Director and reception staff.

The Receptionist/Secretary participates in the accreditation process and the implementation of strategic plans. Further, the Receptionist/Secretary maintains client confidentiality in accordance with the policies set by the organization. This is a unionized position.

Key Responsibilities

- Efficient provision of reception services as per established protocols and practice, such as:

  - Providing a welcoming and inclusive experience for all clients;
  - Assessing client inquiries and navigating clients to the appropriate service, provider or community resource;
  - Supporting clients in understanding clinic processes, appointment expectations and available services;
  - Answering and screening of all telephone calls, ensuring that all information is conveyed in a timely and accurate manner to all CommunitiCare staff.
- Client-related clerical duties, such as:
  - Registering new clients;
  - Creating and maintaining client electronic charts;
  - Scheduling appointments for clients;
  - Ensuring accurate data entry of client information in computerized clinical software application;
  - Scanning and uploading documents into the electronic chart;
  - Making photocopies and sending facsimiles as required.
- Administrative support duties, such as:
  - Recognizing urgent concerns and escalating them appropriately according to established clinic protocols;
  - Closing CommunitiCare by ensuring all security systems are functional;
  - Ensuring answering service is operational;
  - Receiving and distributing deliveries and mail;
  - Maintaining the waiting room area.

Qualifications

- High school diploma and certificate/diploma-level in secretarial/medical office administration education, or equivalent relevant experience.
- Experience with office procedures in a health care setting.
- Excellent organizational, multi-tasking skills and ability to set priorities in a fast-paced environment, preferably a community health care setting or in organizations that serve marginalized communities.
- Experience with multi-line telephone system and a very busy front desk environment.
- Excellent communication and interpersonal skills.
- Understanding of medical terminology, certificate in medical terminology an asset.
- Proficiency in word processing.
- Proficiency in the use of computers, various software applications, including computerized clinical information system software.

Note to Internal Applicants

Employees who have completed the Probationary Period in their current position may apply in writing for this position. A successful internal candidate shall be placed into the position for a trial period of thirty (30) days. If at any time during this period CCH determines that the applicant is not suitable in the new position, or the employee feels that they are not suitable for the position, the applicant shall be returned to their former position.

Note to External Applicants

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted.

As part of our hiring practices, we encourage and particularly welcome resumes from traditionally marginalized communities. This includes but is not limited to consumers/survivors, people of colour, indigenous peoples, persons with disabilities, and members of the 2SLGBTQI+ community.

If you have any requirements for accommodation due to disability, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per the resources available to us.

CommunitiCare Health is a scent-free environment.

How to Apply

Submit to: Human Resources at jobs@communiticare.org

Submission Deadline: October 30, 2026

Please indicate the Job Reference Number (CCH-2643) in the email subject line.