JOB POSTING: Permanent Part-Time Receptionist/Secretary

Date of Posting:	October 20, 2026
Position:	Permanent Part-Time Receptionist/Secretary
Job ID:	CCH-2659
Bargaining Status:	C.U.P.E. Local 4891
Vacancy Type:	New Position
Hours of Work:	0.75 FTE (26.25 hours per week)
Service Area:	Primary Health Care
Program/Department:	Medical Services
Reports To:	Manager of Interprofessional Primary Care
Hourly Rate/Salary:	$26,912.25 - $32,424.00
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 West Toronto. We offer inter-professional primary care, community support services, community mental health and addictions services, supportive housing and home care services. We continually look for ways to better serve our clients and our community and to equitably provide access to community health care to keep our clients healthy and happy at home.

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.

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Key Responsibilities

1. Efficient provision of reception services as per established protocols and practice, such as:
    - receiving all clients/visitors, assessing their needs and directing them to appropriate services or program,
    - answering and screening of all telephone calls, ensuring that all information is conveyed in a timely and accurate manner to all Four Villages staff.
2. 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.
3. Administrative support duties, such as:
    - closing duty by ensuring all security systems are functional,
    - ensuring answering service is operational,
    - receiving and distributing deliveries and mail,
    - maintaining the waiting room area.

Qualifications

1. High school diploma and certificate/diploma-level in secretarial/medical office administration education, or equivalent relevant experience.
2. Experience with office procedures in a health care setting.
3. 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.
4. Experience with multi-line telephone system and a very busy front desk environment.
5. Excellent communication and interpersonal skills.
6. Understanding of medical terminology, certificate in medical terminology an asset.
7. Proficiency in word processing.
8. Proficiency in the use of computers, various software applications, including computerized clinical information system software.

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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 for 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. We would appreciate no phone calls until you are contacted directly by Human Resources.

As part of our hiring practices, we encourage and welcome resumes from all members of our diverse communities, including but not limited to persons with lived experience, people of colour, indigenous peoples, persons with disabilities, and members of the 2SLGBTQI+ community.

CommunitiCare may use artificial intelligence (AI) tools during the recruitment process to support candidate selection, screening, and assessment. These tools assist with administrative and screening functions and do not replace human review or decision-making processes.

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.

CommunitiCare Health

How to Apply

Submit to:	Human Resources at jobs@communiticare.org
Submission Deadline:	October 30, 2026

Please indicate the Job Reference Number (CCH-2659) in the email subject line