JOB POSTING: Permanent Full-Time Medical Secretary

Date of Posting:	October 23, 2026
Position:	Permanent Full-Time Medical Secretary, 5 positions available
Job ID:	CCH-2664
Bargaining Status:	C.U.P.E. Local 4891
Vacancy Type:	New Position
Hours of Work:	35 hours per week, 1.00 FTE
Service Area:	Primary Health Care
Program/Department:	Medical Services
Reports To:	Director, Primary Health Care/Operations Supervisor
Hourly Rate/Salary:	$39,070 - $47,073 per annum, plus paid vacation days, and paid 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 primary care sites, Citrus Medical. Citrus Medical has two sites located within West Toronto: Lake Shore site, located at 107-2240 Lake Shore Blvd W, Etobicoke and Royal York site, located at 101-605 Royal York Road, Etobicoke.

The incumbent will be required to work from both Citrus Medical sites and may be required to work from other off-site 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

As an integral part of the administration support team, you will work 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, you will work in close collaboration with the Managers of Interprofessional Primary Care, the Director and reception staff.

Areas of accountability for the Medical Secretary include (but are not necessarily limited to): secretarial support for clinical staff (primarily physicians, nurse practitioners and nurses), being a resource and operations support for reception staff, managing referrals and communication with external specialists/consultants.

You will participate in the accreditation process and the implementation of strategic plans. Further, you will maintain client confidentiality in accordance with the policies set by the organization. This is a unionized position.

Key Responsibilities

- Ensures accurate and efficient provision of administrative services to providers of the Centre:

  - Preparing, editing, and distributing client-related correspondence, reports, forms, and other clinical documentation as required;
  - Maintaining all provider scheduling templates and coordinating schedule updates as required;
  - Processing and reconciling third party billing;
  - Communicating changes to provider schedules and contact information with the answering service and other relevant stakeholders.
- Ensures efficient provision of client-related clerical services:
  - Preparing referral, consultation, and other clinical correspondence as directed by providers;
  - Coordinating referrals with specialists, diagnostic facilities, hospitals, and community services including tracking as directed by providers;
  - Coordinating client appointments and providing them with required test/procedure information;
  - Coordinating the Shared Care Psychiatry program, including referral confirmation and appointment scheduling;
  - Supporting health records management, including the retention, archiving, and secure destruction of inactive medical records in accordance with established policies and legislative requirements;
  - Processing requests for the disclosure of personal health information from clients and third parties in accordance with PHIPA and organizational privacy policies;
  - Utilizing office technology and electronic communication tools to support administrative workflows, including scanning, uploading, copying, and transmitting documents securely when required.
- Performs administrative support duties:
  - Ensures that standard secretarial information tools are complete and current including but not limited to the referral directory in EMR.
- Manages all medical administrative tasks:
  - Verifies non-insured invoices;
  - Participates in meetings as required;
  - Identifies and participates actively in quality improvement initiatives to improve client services and workflow processes;
  - Supports orientation of new staff as needed.
- Promotes awareness of and participation in Centre activities.
- Contributes to programs and services cycle of planning and evaluation, and participates in Centre-wide planning, committees and staff meetings as appropriate.

- Contributes to the Centre's activities to collect, analyze and report on data and relevant information, and participates in research when appropriate.
- Complies with all relevant Centre policies, procedures and protocols including Occupational Health and Safety.
- Works during both regular and extended hours of operation in locations identified by the Centre.
- Respects and values the diversity of communities and individuals.
- Provide back-up to Reception Team as needed.
- Other duties as required.

Qualifications

- Diploma or certificate in medical secretarial services from a recognized institution of higher learning, although equivalent knowledge and experience may be considered.
- Minimum two years of experience as a medical secretary or administrative assistant in a clinical or social service setting.
- Medical terminology certificate is essential.
- Thorough knowledge of and proficiency in primary care office procedures.
- Superior interpersonal skills.
- Excellent communication, decision-making, problem-solving, conflict and time management skills.
- Demonstrate commitment to and knowledge of community health care.
- Experience working with populations who are marginalized and may have difficulty accessing primary health care.
- Excellent organizational skills and ability to set priorities in a fast-paced environment with good attention to detail.
- Superior judgment, tact and diplomacy.
- Ability to work effectively independently and in an inter-professional team environment.
- Strong team collaboration.
- Knowledge of and proficiency with computer technology including clinical information systems and software.
- Proficiency in word processing.
- Ability to speak a second language, relevant to catchment area populations, is an asset.

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: November 2, 2026

Please indicate the Job Reference Number (CCH-2664) in the email subject line.