

Clinical Administrative Assistant

Full-time Permanent

Annual Salary: \$47,624 - \$52,568

We are seeking a Clinical Administrative Assistant to support the efficient operations of the Timmins Academic Family Health Team (TAFHT) office. This position supports the leadership team, receptionists, and overall organizational functions to facilitate the effective delivery of primary care services. By managing clinical and administrative tasks, overseeing office operations, and coordinating meetings, documentation, and communication, the Clinical Administrative Assistant helps maintain a well-organized and collaborative working environment aligned with TAFHT's mission and goals.

Primary Responsibilities (not inclusive)

- Provide administrative support to receptionists, including scheduling, organizing workflows, and ensuring smooth office operations.
- Provide comprehensive administrative support for TAFHT committees. This includes scheduling, tracking attendance, preparing agendas, compiling and distributing meeting materials, organizing technology requirements, attending meetings to record accurate and professional minutes, and managing follow-up actions, including ensuring the timely collection of signatures and approvals and tracking motions.
- Create searches, stamps, encounter forms and provide training and education in the EMR.
- Assist with answering patient inquiries and provide support with program development including chart maintenance, and patient appointments.
- Assist in preparing, editing, and distributing internal and external communications on behalf of the leadership team.
- Organize meetings, prepare agendas, take minutes, and ensure timely distribution of documents.
- Manage electronic filing systems for contracts, reports, and organizational documents.
- Oversee office supply inventory and support procurement processes.
- Coordinate and maintain databases (e.g., Citation Canada), ensuring accuracy and updates.
- Provide guidance to team members and stakeholders, addressing inquiries and ensuring efficient service.
- Support recruitment and onboarding processes, including managing documentation for new hires, students, and volunteers.
- Perform occasional local travel for business-related tasks such as banking or picking up supplies.
- Collaborate on reporting for Ontario Health and support the audit process by organizing necessary documentation.

Education, Qualification and Skills

- Diploma or degree in Office Administration, Business Administration, or a related field.
- Minimum 2 years of administrative experience, preferably in healthcare or a similar environment.
- Experience supporting executive-level staff and managing office functions.
- Experience in recruitment, onboarding, or human resources is an asset.
- Experience and proficiency using computers and software programs (Microsoft Word, Excel, PowerPoint, Outlook, OneNote and Adobe) and Electronic Medical Records (EMR) preferably Practice Solutions
- Experience with office equipment such as printer, scanner, fax, photocopier, phone and computer.
- Strong organizational and time management skills, with the ability to handle multiple tasks simultaneously.
- Excellent written and verbal communication skills.
- Strong interpersonal skills and the ability to work collaboratively across teams.
- Ability to maintain confidentiality and discretion in handling sensitive information.
- Strong problem-solving skills, attention to detail, and accuracy.

Additional Job Requirements

- Must adhere to all TAFHT Policies and Procedures.
- Must be legally entitled to work in Canada.
- This position is in Timmins, ON, the position requires working in office and on site.
- Proof of COVID-19 vaccination is required and a condition of employment.
- Valid Ontario Driver's License and be able to travel within the community.

The above responsibilities are not to be considered all inclusive; and may be assigned other related duties in the interest of efficient operations of the Family Health Team.

This position reports directly to the Clinical Director. The location of this position could be the Administration, Algonquin West, 101 Mall, Algonquin East, Third Avenue site or any other location within Timmins. The employer reserves the right to modify the location/site.

Why Join Our Team:

- Join a dedicated team that makes a meaningful difference in the lives of patients by supporting primary care services in the community.
- Work with a supportive, team-oriented environment that encourages collaboration, innovation, and personal growth.
- Receive a competitive salary and comprehensive benefits package, including health and dental coverage and enrollment in the Healthcare of Ontario Pension Plan (HOOPP).

How to apply:

Qualified applicants are invited to submit their cover letter and resume to humanresources@tafht.ca. To learn more about our team or review the full job description, visit our website at www.timminsfht.ca

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

TAFHT supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, Indigenous peoples and persons with a disability. Personal information contained in applications will be used solely for recruitment purposes and handled in accordance with applicable privacy legislation.

TAFHT is committed to improving access and opportunities for individuals with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act*. If you require a specific accommodation during the application, interview or recruitment stage, please contact our office at 705-267-1993, or by email at humanresources@tafht.ca noting *Accessibility Inquiry* in the subject line, for appropriate accommodations to be made.

CLINICAL ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

Approved by: Executive Director

Effective Date: September 2024

Reviewed Date: December 2025

Intent

The Clinical Administrative Assistant plays a crucial role in ensuring the efficient operation of the Timmins Academic Family Health Team (TAFHT) office, supporting the leadership team, receptionists, and overall organizational functions. This position is intended to provide administrative support, facilitate communication across the organization, and contribute to the effective delivery of primary care services. Through managing day-to-day administrative tasks, overseeing office operations, and ensuring the smooth coordination of meetings, documentation, and communication, the Clinical Administrative Assistant will help maintain a well-organized and collaborative working environment that aligns with TAFHT's mission and goals.

Accountability

The Clinical Administrative Assistant position reports directly to the Clinical Director.

Duties and Responsibilities

- Provide administrative support to receptionists, including scheduling coverage, organizing workflows, and ensuring the office runs smoothly.
- Provide comprehensive administrative support for TAFHT committees. This includes scheduling, tracking attendance, preparing agendas, compiling and distributing meeting materials, organizing technology requirements, attending meetings to record accurate and professional minutes, and managing follow-up actions, including ensuring the timely collection of signatures and approvals and tracking motions.
- Create searches, stamps, encounter forms and provide training and education in the EMR.
- Assist with answering patient inquiries and provide support with program development including chart maintenance, and patient appointments.
- Provide guidance and direction to receptionists, ensuring consistency in office protocols.
- Assist in preparing and editing internal and external communications.
- Gather, organize, and prepare detailed reports, ensuring accuracy and timely submission.
- Schedule meetings, manage calendars, and electronically distribute necessary documents in advance and ensure efficient minute-taking and follow-up action tracking.
- Draft, edit, and distribute internal and external communications while maintaining a consistent tone and professionalism.
- Cultivate strong interpersonal relationships and foster a collaborative environment when working with the TAFHT team and community members.
- Provide guidance and direction to team members and external stakeholders by addressing inquiries and ensuring professional and efficient service.
- Collaborate with teams to ensure timely and accurate submission of reports.
- Establish and maintain a well-organized electronic filing system for contracts, reports, and organizational documents, implementing standardized naming conventions for easy retrieval.
- Conduct research as required for project support and organizational needs.
- Sort and scan mail ensuring timely distribution, filing and action.
- Facilitate the collection of electronic signatures for documents, ensuring compliance with organizational policies.
- Coordinate travel arrangements for the Clinical Director and/or leadership team, including hotel bookings, travel itineraries, and scheduling.
- Support audit processes by organizing and providing necessary documentation.
- Schedule, organize, and manage documentation for new hires, students, and volunteers, ensuring a smooth onboarding process.
- Maintain up-to-date databases (e.g., Citation Canada), collaborating with manager to manage ongoing data requirements.

- Quickly adapt to new technologies and office equipment, supporting the office's technological needs.
- Oversee the development and updating of corporate policies, procedures and medical directives, ensuring compliance and efficient dissemination.
- Manage office and medical supply inventory and support the procurement process, ensuring availability of necessary materials.
- Manage the internal office phone system, providing recommendations for improvements, and implementing necessary changes to enhance communication efficiency.
- Compile and reconcile expense reports and other financial documents with attention to detail.
- Assist with maintaining cleanliness and organization of shared spaces, such as kitchens and meeting rooms.
- Perform occasional local travel within the community for business-related purposes, such as delivering documents, making bank deposits, or picking up supplies, as required.
- Perform other duties as assigned to support the organization's operations.

Core Competencies

- Strong organizational and time management skills.
- Ability to handle multiple tasks simultaneously and manage priorities effectively.
- Excellent written and verbal communication skills.
- Strong interpersonal skills and the ability to work collaboratively with all members of the team.
- Ability to maintain confidentiality and discretion in handling sensitive information.
- Problem-solving skills with attention to detail and accuracy.
- Exercise sound judgment, initiative, and the ability to work independently, prioritizing tasks and managing competing demands effectively.

Education

- Diploma or degree in Medical Office Administration, Office Administration, Business Administration, or a related field.
- Minimum 2 years of medical and/or administrative experience, in a healthcare setting or a similar environment.
- Experience supporting executive-level staff and managing office functions.
- Experience and proficiency using computers and software programs (Microsoft Word, Excel, PowerPoint, Outlook, OneNote and Adobe) and Electronic Medical Records (EMR) preferably Practice Solutions.
- Experience and proficiency using office equipment such as printer, scanner, fax, photocopier, phone and computer.
- Valid Ontario Driver's License and able to travel within the community.

WORK ENVIRONMENT

TAFHT – Site

TAFHT will strive to provide well-lit, well-ventilated clinic areas that are furnished ergonomically. Personal office space may or may not be shared. The environment may vary depending on location. Ergonomics, health and safety of the employee will be an important consideration when the location is furnished and equipped. It may be required to bring some requisite equipment and supplies when reporting to work in these environments.

Other Locations

This position may require you to work at multiple sites or be transferred between sites. Due to the collaborative nature of this position, this position will require you to attend meetings at other locations. Travel may be required between sites or to conduct errands. Travel related to the fulfillment of this job description will be reimbursed.

Equipment Used

Computer, printer/scanner/fax, photocopier, telephone, AV Equipment including video projection unit, hand-held, various teaching aids.

Reporting Relationships

This position collaborates with the TAFHT leadership team, physicians and other TAFHT employees and members to provide efficient, appropriate primary care to TAFHT patients. Collaboration with other community health partners may be required.