



Job Posting

POSITION: Receptionist

LOCATION: 22 Vaughan Road, Auduzhe Mino Nesewinong

SALARY: \$30/hour

HOURS: 35 hours/week - variable shifts (daytime hours occasional weekend/evening hours)

START DATE: Immediately

Background:

Auduzhe Mino Nesewinong (Place of Healthy Breathing) is an Indigenous-led primary health care initiative that has supported First Nations, Inuit and Métis (FNIM) community members for more than 5 years. Grounded in Indigenous values, self-determination, and relationship-based care, Auduzhe was established to address systemic barriers experienced by FNIM peoples. Through trusted community partnerships and outreach-based service delivery, Auduzhe has grown into an interdisciplinary primary health care model that provides culturally safe, trauma-informed, and wholistic care across the continuum, including health promotion, disease prevention, mental health and wellness, and primary care services. Embedded within Na-Me-Res (Native Men's Residence), Auduzhe also supports Indigenous men residing at the shelter by delivering culturally safe, trauma-informed primary health care and mental wellness services in a familiar and trusted setting. Auduzhe's approach prioritizes community-identified needs, continuity of care, and coordination with Indigenous and allied service providers, while advancing Indigenous ways of knowing and being within primary health care settings.

MAIN FUNCTION: The Receptionist is an individual who has a deep understanding of client centered care and prioritizes the patients' needs. They provide administrative non-clinical support to our patients and the on-site team at Auduzhe Mino Nesewinong, build trust and rapport with patients and the team members to create a welcoming, supportive and culturally safe space for First Nations, Inuit, and Metis (FNIM) and their household members.

Working under the guidance and direction of the Clinical Manager, Medical Secretary Lead and Director of Operations, the Receptionist will be responsible for activities involved in the following:

- Create a warm and inviting reception for community members, visitors, and families in person, on the telephone and by email in a professional non-judgemental manner
- Register patients and make reminding calls
- Perform other clerical receptionist duties such as filing, photocopying, faxing, etc.
- Maintain an efficient computerized client encounter system by inputting and updating information into OSCAR, and/or other EMRs, in an efficient and timely manner
- Collaborate as part of the interprofessional team for the best interest of the clients, their families and the community
- Coordinate with other organizations to ensure smooth flow of patient care and clinic operations
- Maintain client confidentiality and privacy at all times as per Na-Me-Res/Auduzhe protocols and PHIPA Standards
- Perform other related duties as defined by the Clinical Manager, Medical Secretary Lead, the Director of Operations and the Medical Director



Qualifications

- Graduate of a Medical Administrative program or acceptable equivalent combination of education and experience
- 3-5 years knowledge/experience working in an Indigenous interprofessional health team or similar
- Proficiency in EMR and strong computer skills
- Excellent problem-solving skills and works well under pressure
- Exceptional attention to detail and accuracy in all duties and tasks
- Demonstrated ability to work in a team environment
- Ability to be resourceful and proactive in dealing with issues that may arise
- Strong ability to work independently by taking initiative in collaboration with other members of a busy care-centered team
- De-escalation training is an asset
- Strong organizational skills, ability to manage multiple tasks in a timely manner, and flexibility to adapt to changing workload
- Strong communication (verbal/written) and interpersonal skills
- Demonstrated understanding of two-spirit, gender diverse, and queer Indigenous identities
- Experience with trauma-informed care; able to communicate with clients in a professional, empathetic, and culturally safe manner with fundamental understanding of anti-Indigenous discrimination and oppression
- Awareness and willingness to continue learning about Indigenous Cultural Safety and other cultural learnings/teachings
- Ability to obtain/maintain a current and clear police check is a condition of employment.
- Up to date immunization records

Na-Me-Res encourages First Nation, Inuit, and Métis applicants to apply. Please identify in their cover letter, and with connections to their community. We thank all applicants for their interest, however, only those select for an interview will be contacted. If you are invited to an interview and require accommodation, we will make every effort to accommodate you.

A resume, cover letter, and references can be sent to:

Email: jobs@nameres.org

Fax: (416) 652-3138

Mail: Na-Me-Res (Native Men's Residence) Human Resources
26 Vaughan Road, Toronto, ON M6G 2C4
(Hand delivered applications will not be accepted)