

# HQ **Medical Receptionist**

790 Bay

Reports to: Manager, Executive Office & Operations  
Status: Permanent, full-time  
Hiring range: \$42,500-45,500  
Location: 790 Bay Street, Toronto, ON

## About Us

HQ is a centre of excellence in gay men's health, providing tailored mental health services, sexual health services, and community/social programming. It provides an accessible, safe, welcoming space for all cis men and trans people who are into guys regardless of age, race, ethnicity, gender identify, sexual orientation, HIV status, socio-economic status, immigration status or ability. It provides comprehensive, holistic services that empower clients and promote their physical, sexual, mental, emotional, community and spiritual/social well-being.

At HQ, we work collaboratively with stakeholders and communities to promote health equity, through community engagement, and equitable access and participation in the centre's programs.

Find out more about us at: [hqtoronto.ca](http://hqtoronto.ca)

## About the Role

The Medical Receptionist undertakes a variety of day-to-day office and medical/ clerical tasks. This position provides friendly and informative service including knowledge of a broad range of community information and is an integral part in ensuring that HQ's office/clinical operations run smoothly and are successful.

### Responsibilities:

#### *Public Access:*

- As the first point of contact for visitors to HQ, maintains a friendly and helpful atmosphere and provides information on procedures, and programs.
- Supports resource volunteers in the use of Information desk computer, to access relevant information and community resources.
- Directs individuals to meeting rooms or community resources, as needed.

- Answers the central telephone system, receives messages, and relays calls for staff as needed
- Assists with the set-up of furniture and equipment in meeting rooms as necessary

#### *Administration:*

- Operates and maintains office equipment
- Responds to the general email box within 48 hours of receipt or relays messages to the appropriate staff.
- Be familiar with the daily calendar of events to direct people to the appropriate locations
- Maintain supply of HQ publications at the Information desk and in the displays and be familiar with their contents.

#### *Safety and Security:*

- On closing the building, conducts a thorough building check using the Building Closure Check List to ensure that the building is secure and that individuals who are not authorized to be in the building after closing have left.
- Monitors the front lobby and public areas of the main floor. Interacts with visitors in these spaces and proactively assists visitors with resources, as needed.
- Remind visitors of HQ's behavioural expectations as needed. Requests assistance from staff to assist visitors with community/clinical resources, as needed.
- Responds to emergency and/or dangerous situations in accordance with the **HQ Safety Service Policy**. Calls for assistance from other staff and/or 911 when necessary. Emergency situations may include but are not limited to assisting people who are homeless or under-housed, people who have mental health issues or addictions, or other vulnerable community members.
- Completes and signs an Incident Report form immediately after an incident (when possible) or within 24 hours of an incident, in accordance with the Incident Reporting Procedure. Distributes the Report according in accordance with the procedure.
- Performs other related duties as assigned.

### **Knowledge & Experience:**

1. Successful completion of a Medical Administration program or equivalent combination of education and experience.

2. Minimum 1-2 years of reception/administrative experience in a clinical, healthcare, or customer service environment required; previous experience in a pediatric clinic preferred
3. Knowledge of relevant community resources including knowledge, experience and understanding of issues faced by LGBTQ2S+ identified individuals.
4. Some experience with crisis intervention, de-escalation, and supportive assistance to people who are vulnerable or who may experience mental health problems or addictions.
5. Highly developed problem solving, and communication skills and ability to effectively communicate, both orally and in writing.
6. Demonstrated ability to work both independently and within a team structure.
7. Demonstrated experience supporting volunteers.
8. Proficiency in MS office applications, e-mail, and ability to work with scanning, digital fax, and an electronic medical record (EMR) program; previous experience with an electronic medical record (EMR) program preferred

## How to Apply

If you are interested in this position, please use the position title as the subject line and attach your cover letter and resume as a single PDF/Word file in an e-mail to [careers@hqtoronto.ca](mailto:careers@hqtoronto.ca)

We would like to thank all applicants in advance for their interest in HQ, but only candidates receiving serious consideration will be contacted. No phone calls or agencies please.

**All new HQ employees are required to be fully vaccinated against COVID-19 as a condition of employment in accordance with HQ's vaccination policy unless they are exempt based on medical or other grounds pursuant to the Ontario Human Rights Code. Successful applicants will be required to provide proof of vaccination or proof of a documented medical exemption as part of the hiring process.**

HQ is committed to employment equity, a just workplace and the greater involvement and meaningful engagement of LGBTQ2S people in all that we do. We encourage applications from people with culturally diverse backgrounds and from people within the LGBTQ2S community. We are also committed to fostering inclusion and accessibility in all areas of our work. If you require accommodation during the recruitment process, we will work with you to meet your needs.