



## Medical Receptionist

Reports to: Manager, Executive Office & Operations  
Status: Permanent, full-time (1 vacancy)  
Hiring range: \$42,500 - \$45,500  
Location: 790 Bay Street, Toronto, ON

### About Us

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

We collaborate with stakeholders and communities to advance health equity, ensuring equal access and participation in our programs through community engagement and advocacy. To learn more about us, please visit [HQ Toronto](https://www.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.

Shifts & Availability: HQ operates Monday to Thursday 12pm - 7:30pm and Fridays 12pm-5:30pm. Occasional evenings and weekends may be required.

### Key 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.

#### Other Duties:

- Perform additional and/or alternative tasks as assigned, ensuring flexibility and adaptability to evolving needs.

### **Required Qualifications & Experience**

- Successful completion of a Medical Administration program or equivalent combination of education and experience.
- Minimum 1-2 years of reception/administrative experience in a clinical, healthcare, or customer service environment required
- Knowledge of relevant community resources including knowledge, experience and understanding of issues faced by 2SLGBTQ+ identified individuals.
- Some experience with crisis intervention, de-escalation, and supportive assistance to people who are vulnerable or who may experience mental health problems or addictions.
- Highly developed problem solving, and communication skills and ability to effectively communicate, both orally and in writing.
- Demonstrated ability to work both independently and within a team structure.
- Conversational Spanish is considered a definite asset.
- 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**

To apply, please send your cover letter and resume as a single PDF or Word document, with the position title as the subject line, to [careers@hqtoronto.ca](mailto:careers@hqtoronto.ca).

### **APPLICATION DEADLINE:**

We appreciate the interest of all applicants, but only those selected for an interview will be contacted. No phone calls or agency referrals, please.

HQ is an equal opportunity employer committed to fostering a diverse and inclusive workplace. We encourage applications from individuals with culturally diverse backgrounds and members of the 2SLGBTQ+ community.

We are dedicated to accessibility and inclusion, and if you require accommodations during the recruitment process, we will work with you to meet your needs.