

HOME AND COMMUNITY CARE SUPPORT SERVICES

North Simcoe Muskoka

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healthcareathome.ca/nsm

- Job Classification:** Team Assistant
- Employment Status:** Casual (up to 35 hours per week)
- Office Location:** 15 Sperling Drive, Barrie, ON

Position Summary

Often as the first point of contact for patients, families, and service providers, the Team Assistant frequently interacts with various stakeholders by telephone and other communication methods, whether answering incoming questions or providing healthcare system navigation.

In addition, this role provides timely follow up on patient issues, ensures accurate documentation in our patient databases in the processing of a high volume of patient data.

Essential Qualifications

- Two (2) years' office experience in a health care environment preferred.
- Minimum of post-secondary diploma.
- Proficiency with database software and MS Office applications required.
- Accurate keyboarding skills with a minimum 45 wpm.
- Knowledge of medical terminology preferred.
- Exceptional customer service skills demonstrated by answering or referring inquiries using the telephone.
- Detailed-oriented with excellent analytical, problem solving and organizational skills.
- Ability to work in a busy environment, multi-task, meet deadlines, take direction when necessary with minimal supervision.
- Very good interpersonal skills including the ability to function as a part of a team.
- Consistently adheres to privacy legislation and confidentiality standards.
- Flexibility to work a schedule that includes days, evenings and weekends to meet organizational needs.
- Oral proficiency in French is an asset.

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How to apply

To apply for this position, state ' Team Assistant" in the subject line of your email and send with your résumé to nsm.careers@hccontario.ca.

We are governed by the requirements of the French Language Services Act and therefore encourages applications from French speaking candidates.

Home and Community Care Support Services NSM is committed to accommodating people with disabilities as part of our hiring process. If you have any special requirements during the recruitment process, please advise Human Resources.

We thank all applicants who take the time to apply; however, only those invited for an interview will be contacted.

As part of the mandatory screen process Home and Community Care Support Services NSM requires professional references plus a current Criminal Record and Vulnerable Sector Check.

About Us

Home and Community Care Support Services North Simcoe Muskoka is one of 14 [Home and Community Care Support Services organizations in Ontario](#) with a focused mandate to deliver local health care services such as home and community care, access to community services and long-term care home placement.

Additional Information – COVID-19 Related

Home and Community Care Support Services values the health and safety of its employees and is committed to the prevention of COVID-19 exposure and transmission of infection to employees, patients, caregivers, volunteers, visitors and residents.

Home and Community Care Support Services has implemented a mandatory vaccination policy across the province that requires all staff to be fully vaccinated against COVID-19. Applicants being considered for employment will be required to provide proof of vaccination documentation confidentially to Human Resources upon hire. Any medical or human rights exemption requests will be reviewed and validated prior to an offer of employment.