



ADDICTIONS AND MENTAL HEALTH SERVICES
HASTINGS PRINCE EDWARD

External Posting

Position:	Receptionist – Central Intake and Waitlist	Job Status:	Permanent Full Time
Required Shifts:	Primarily Day Shifts	Reports to:	Mental Health Program Manager
Hours of Work:	35, 1.0 FTE	Union/Non-union:	OPSEU Bargaining Unit Position
Location:	Belleville (services entire HPE region)	Closing Date:	May 7, 2018 @4:30
Date Posted:	April 30, 2018		

Please note: with an active redesign underway in AMHS-HPE, duties and responsibilities are subject to change in the future.

Position Summary:

The Receptionist is to maintain a positive, uplifting, warm and welcoming reception environment for clients, staff and visitors. The incumbent will provide clerical assistance to intake staff with referral management, including sending, following, forwarding and ensuring receipt of referrals, client tracking through referral process, and communicating referral status to individuals. The Receptionist will also maintain waitlists and organize waitlist meetings with relevant AMHS-HPE staff. The incumbent will also handle incoming and outgoing telephone and mail correspondence. All services are provided in accordance with the mission, vision and values, and established policies and procedures of the Agency.

Minimum Qualifications & Experience:

- College diploma in a related field (Medical office admin preferred)
- One year relevant/recent experience in a health office setting
- ASIST, Mental Health First Aid and Crisis Prevention and Intervention training assets
- EMR experience, EMHWare experience preferred
- Basic knowledge of addiction and mental health services is expected
- Basic knowledge of community resources for support/treatment
- Effective organizational, public relations and communication skills are required
- Excellent communication and interpersonal skills to effectively greet clients and members of the public
- Ability to work independently as well collaborate in a multidisciplinary team environment
- Experience with multi-line telephone systems
- Ability to work flexible hours as required
- Demonstrated maturity, assertiveness and professionalism
- Effective written and verbal communication skills
- Excellent customer service and interpersonal skills
- Good judgment, particularly with respect to high risk, sensitive and confidential situations
- Excellent organizational and prioritization skills
- Ability to deal with numerous competing demands in a fast-paced environment while observing deadlines
- Knowledge and understanding of the Personal Health Information Protection Act (PHIPA)
- Well-developed computer skills in the use of database, word processing, spreadsheet, and communication applications; MS Office preferred
- Required to provide a satisfactory criminal reference check (CRC) prior to hire
- Must possess a valid Ontario Driver's License and have regular access to a reliable vehicle

Please submit a resume and cover letter to amhs.careers@amhs-hpe.ca quoting competition number 2018-34HPE prior to the closing date of May 7, 2018 at 4:30pm

Please note: Only candidates selected for an interview will be contacted. Applications must be received prior to the closing date in order to be considered.

We are committed to inclusive, barrier-free recruitment processes and work environments. If contacted, please advise us in a timely fashion of any accommodation assistance you require to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.