



ADDICTIONS AND MENTAL HEALTH SERVICES
HASTINGS PRINCE EDWARD

Internal/External Job Posting

Position:	Central Intake and Waitlist Receptionist	Job Status:	Temporary Full-Time
Required Shifts:	Days, evenings, and weekends	Reports to:	Program Manager
Hours of Work:	1.0 FTE (35 hours weekly)	Hourly Rate:	Union Pay Grade 3 (\$21.24 - \$24.45)
Location:	Belleville	Union/Non-union:	Union
Date Posted:	January 18, 2022	Closing Date:	January 26, 2022, at 4:30PM

Please note: this is a Temporary Full-Time contract, with an expected end date of August 4, 2023.

Position Summary:

The Central Intake and Waitlist (CIWL) 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. The incumbent will handle incoming and outgoing telephone and mail correspondence for the program. 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
- One-year relevant experience in a health office setting
- ASIST, Mental Health First Aid, Crisis Prevention Institute Training assets
- EMR experience, EMHWare experience preferred
- Basic knowledge of addiction and mental health services expected
- Understanding of and ability to use medical terminology an asset
- Knowledge and understanding of the Personal Health Information Protection Act (PHIPA)
- Ability to work independently as well collaborate in a team
- Demonstrated judgment and ability perform calmly and effectively
- Ability to retain information efficiently and perform in a professional and pleasant manner
- Excellent customer service skills with demonstrated ability to deal appropriately with difficult and sensitive situations and confidential information
- Excellent organization and prioritization skills, along with the ability to deal with numerous competing demands in a fast-paced environment while observing deadlines
- Ability to effectively communicate, verbally and in writing, with individuals internal and external to the agency including clientele, significant others, allied professionals, colleagues, and the general public
- 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 prior to hire

Please note: Duties and responsibilities are subject to change in the future.

Applications: Please submit a resume and cover letter quoting competition number 2022-05 to amhs.careers@amhs-hpe.ca prior to the closing date of January 26, 2022, at 4:30PM.

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.