



Grand River Community Health Centre

POSITION: Medical Secretary

STATUS: Part Time, 22.5 hours per week

DEPARTMENT: Charing Cross Family Practice Location

POSTING DATE: August 13, 2026

EXISTING VACANCY: No

IS ARTIFICIAL INTELLIGENCE USED FOR SCREENING OR ASSESSMENT OF CANDIDATES: No

Position Summary

Grand River Community Health Centre (GRCHC) is a dynamic, client-centred organization committed to delivering high-quality primary health care services to the diverse community of Brantford Brant and Norfolk. We are proud to have achieved the Canadian Centre for Accreditation (CCA) standards for quality in governance and management of Community-Based Primary Health Care - for the fourth consecutive time. This recognition reflects our unwavering commitment to excellence, accountability, and delivering high-quality care to our communities.

The Medical Secretary/Receptionist is the first point of contact for clients and visitors. This role involves managing front-desk operations, supporting clinical staff, maintaining patient records, and ensuring efficient, smooth day-to-day clinic functioning.

Requirements:

- Completion of a Medical Office Administration program or equivalent experience
- 5 years of experience in a medical office or clinic setting
- Proficiency in electronic medical record (EMR) systems (e.g., PSS, TELUS Health preferred)
- Proficiency in word processing and data input
- Strong communication and interpersonal skills
- Excellent organizational and multitasking abilities
- Knowledge of medical terminology
- Ability to work independently and as part of a team
- Patient-focused attitude
- Flexibility to work day and evening shifts (one evening per week)

Responsibilities & Skills:

- Greet and check in patients in a professional and courteous manner
- Schedule, confirm, and manage appointments in person, via phone or secure messaging
- Answer phone calls and respond to inquiries or direct calls appropriately
- Maintain and update patient records in EMR systems, scanning and faxing
- Third party billing
- Prepare and manage correspondence (letters, emails, faxes)
- Effectively and efficiently communicate with specialist offices, labs etc. to help manage patient appointments and care
- Coordinate and track referrals and follow-up appointments
- Handle patient and other sensitive information with confidentiality and discretion

Why Work at Grand River CHC?

- Competitive salary of \$22.32 to \$26.87 per hour and benefits (including HOOPP) are offered.
- Supportive, team-oriented work environment with opportunities for professional growth.
- Work-life balance with a focus on employee well-being.
- Meaningful work that positively impacts the health and well-being of the Brantford community.

To pursue this opportunity, please send your resume and covering letter to Human Resources, at resumes@grchc.ca. All applications must be submitted no later than 4:30 pm August 27, 2026. We appreciate your interest; however, only those invited for an interview will be contacted.

The Grand River Community Health Centre is an equal opportunity employer, committed to employment equity and diversity in the workplace. We welcome applications from women, members of racialized groups, visible minorities, Indigenous persons, persons with disabilities, persons of all sexual orientations, and persons of any gender identity or gender expression.

To ensure there is an equal opportunity during the recruitment and selection process, Grand River Community Health Centre provides accommodation for applicants with disabilities upon request.