

Administrative Coordinator – Client Services

Full-Time Regular Position at 1.0 FTE (35 hours/week).

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

Reporting to the Director of Harm Reduction Services, the Admin. Coordinator will provide administrative and organizational support functions. The Admin. Coordinator is responsible for ensuring effective and efficient administrative functions, leadership on systems development and maintenance and high-quality day-to-day operations lead related to the Client Services Portfolios (Health Promotion, Primary Care, and Harm Reduction). The incumbent will anticipate challenges and opportunities regarding the smooth functioning of Client Services administrative needs and will be proactive in finding solutions to a range of issues that arise. This position involves dealing with information that is sensitive and confidential. The incumbent will provide support, exercise professional discretion always.

General Responsibilities:

- Coordinates and implements the day-to-day administrative operations of the programs and services related to Client Services leadership.
- Coordinates & oversees scheduling processes, establishing best practices in alignment with the Collective Agreement adherence and scheduling-based programs in collaboration with Manager and Directors.
- Receives, assesses and provides immediate resolution to sick calls as appropriate with manager input and assistance.
- Liaises with the Client Services Directors to provide timely information regarding challenges and potential solutions to a range of tasks.
- Leads Client Services Quality Improvement projects to enhance the performance of different program work tools, processes and knowledge translation and exchange. They will ensure team members participate in the Centre's quality improvement plan and promote best practices.
- Leads Incident reporting practices, support staff training & skills development on documentation, timeliness and follow up of Incident Reports.
- Identifies and resolves problems appropriately referring to the Senior Management Team and larger management team, if required, and working collaboratively with colleagues.
- Assists the Managers and Client Services Directors with the preparation of proposals, budgets and quarterly reports.
- Assist managers with payroll inputs for casual staff (relief, peers, part-time staff).
- Supports supply ordering and asset and inventory management processes and maintains appropriate inventory systems for Client Services.
- Supports review and development of Client Services administrative policies, procedures and practice expectations for all programs across the department.

Qualifications:

- Minimum of three (3) years administrative experience in a community health and/or social service environment.
- Undergraduate university degree or College education in a relevant discipline or recognized relevant work experience.
- Demonstrated excellent organizational, interpersonal, and communication skills.
- Strong knowledge and utilization of electronic medical record and client database systems
- Ability to multi-task, set priorities, anticipate challenges, demonstrate flexibility and adaptability to a changing landscape and exercise creative problem-solving.
- Demonstrated ability to work effectively in a collaborative style with staff.
- De-escalation, crisis intervention and conflict resolution skills.
- Demonstrated knowledge of the social determinants of health, harm reduction approaches and working with diverse and marginalized communities, particularly individuals who are homelessness, living with mental health issues, substance use and are immigrants and refugees and from LGBTQ community.
- Proficiency in keyboarding and the use of electronic health systems and MS Office applications (particularly Word & Excel).
- Strong problem-solving and decision-making skills.

PQWCHC is committed to the principles of access and equity. PQWCHC is committed to reflecting the diversity of the communities it serves and we encourage applicants who reflect Toronto's Indigenous, LGBTQ2, racial, and cultural diversity. We welcome and encourage applications from all qualified candidates, including people with disabilities. Accommodations are available on request. Parkdale Queen West CHC is in full compliance of the Ontario Human Rights Code and does not discriminate on the ground of records of offenses.



Compensation: \$55,251 to \$67,636 per annum, plus Group Benefits and HOOPP (Health Care of Ontario Pension Plan)

If you are interested in joining in a creative and dedicated team to, we want to hear from you! Applicants, please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: <https://pqwchc.org/contact/employment/>

[Job ID: 2024-064](#)

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a full series of COVID-19 vaccinations (2 doses, plus booster within 6-12 months) 14 days before starting employment.