

## **Part-Time Administrative and Intake Worker (Canada Summer Jobs Program) Job Description**

This position provides key support to our clinic, as well as the organization as a whole. This is a part-time (21 hours per week) contract for 16 weeks.

### **Duties and Responsibilities**

- Ensure that the reception area is tidy, clean and provide a welcoming space for clients and visitors. This also includes following sanitization and COVID-19 procedures.
- Answer phone calls/voicemails and support clients in accessing our services, provide information about other local organizations as well as other abortion providers.
- Answer general email inquiries
- Direct phone calls and emails to other staff members as needed
- Prepare and send requisitions, prescriptions, consent forms and information packages for clients
- Prepare labels and other necessary documents for clinicians
- Upload incoming test results to patient files and follow up on patient test results
- Process payments
- Monitor incoming faxes and physical mail
- Send appointment confirmations and reminder emails
- Collect statistics and update information in management systems
- Support clinic team in ensuring that exam rooms are stocked and counting inventory
- Provide client centred, non-judgemental, non-directed intake support for SHORE Centre services by reviewing and responding to online screening forms and performing brief live intake assessments when appropriate
- Participate in regular staff and team meetings
- Work collaboratively with all clinic staff as well as with broader SHORE team where appropriate
- Adhere to all SHORE Centre policies and procedures
- Other duties as assigned

### **Qualifications**

- **As this is a Canada Summer Jobs funded position- applicants must be between the ages of 15 and 30**
- Committed to SHORE Centre's mission, vision, and values and to building an inclusive workspace, including striving to be anti-racist, accessible, LGBTQ2S positive, aware of class dynamics and power/privilege

- Explicitly support choice and reproductive rights
- Strong knowledge of abortion and reproductive healthcare services
- Education or experience in social services, medical administration, client intake services or related field
  
- Exceptional communication skills
- High ethical standards and strict adherence to confidentiality
- Clear professional boundaries
- Skilled in using technology including but not limited to client databases, email, Microsoft suites, statistics tracking, video calling platforms
- Ability to work in a fast-paced environment and adapt in a growing organization
- Ability to apply work on a team as well as independently
- Excellent initiative and self-motivation skills
- Exceptional time management and organizational skills

## **Working Conditions**

Regular office hours are 9:00-4:30 with a half hour unpaid lunch. Some flexibility is required for after-hours coverage and after-hours meetings, however there will be advance notice.

This position requires long periods of sitting, although there are opportunities to stand and stretch. There are also long periods of focused attention as well as significant use of screens.

Currently, we are working from home. When it is safe to do so, there may be the option to work from our downtown Kitchener office. Our office is on the first floor of an accessible building and we have an in-suite accessible washroom. We are a low/no scent environment however we use cleaning agents regularly for our in-house clinic.

Staff will be compensated at an hourly rate of \$16.35 per hour.

## **To Apply**

Please email your resume and cover letter to [info@shorecentre.ca](mailto:info@shorecentre.ca) by **Monday, May 24<sup>th</sup> at 11:59pm**. Your cover letter should demonstrate why you are interested working with SHORE Centre, an organization that focuses on sexual and reproductive health and education. We thank all applicants but only those selected for an interview will be contacted.