

Referral Clerk – Multiple Positions

Diabetes Central Intake – 40 Hours/week Permanent

Medical Specialists Central Intake – 24 hours/week Contract to December 2024

Ontario Seniors Dental Care Intake – 40 hours/week Contract to December 2024

Who We are:

The Regional Coordination Centre (RCC) is hosted by Langs and is funded by Ontario Health West. The RCC is a coordination and referral centre to streamline access to care in the region of Waterloo Wellington. Their role is to coordinate services and to support individuals and health care providers by providing one location to receive, triage and direct referrals for care throughout the region. Currently we host central intake for diabetes, orthopedics, cataracts and the Ontario Seniors Dental Care Program. The RCC also coordinates workshops region-wide to support people managing chronic diseases.

What We are Looking For:

We are currently recruiting for a Referral Clerks and Administrative Assistants to join our team for multiple full or part-time positions. This role is responsible for collecting and entering referral data and coordinating the flow of referrals through a regional central intake system (inclusive of Orthopedics, Diabetes, Ophthalmology and the Ontario Seniors Dental Care Program) that links people living in Waterloo Region and Wellington County to medical specialties and services.

A successful candidate in this role would have

- Successful completion of a recognized administrative assistant training course;
- Minimum of three to five years administrative experience;
- Experience providing administrative and clerical support for a medical, surgical and/or dental clinic;
- Superior computer proficiency (Word, Outlook, Excel, Access & PowerPoint required);
- Extensive knowledge of data entry;
- Exemplary customer service (excellent oral and written communication skills);
- Experience using scheduling software such as Caredove would be an asset;
- Possess a strong customer service orientation;
- Be flexible, highly organized and a self-starter;
- Experience with start-ups and developing processes to enable streamlined care;
- Experience with issue management process, with demonstrated conflict resolution, interpersonal, problem-solving, time management and prioritization skills;
- Have a good knowledge of various community resources including health and social services; and,
- Be able to work independently with minimal direction.

In this role you will be expected to complete the following tasks:

- Receive incoming receive incoming referrals, either electronically, by phone call or by fax
- Determine most appropriate pathway
- Enter data into central intake referral management system and scheduling system
- Manage waitlists and ensure currency and accuracy
- Assist and support patients in accessing resources
- Work closely with the regional clinics
- Complete other duties as required
- Other duties as assigned

What We Can Offer You:

Langs is an organization where people belong. Langs is committed to promoting Inclusion, Diversity, Equity, and Access for all our staff, patients, participants, and volunteers. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Langs strives for an inclusive environment centred on employee wellbeing and supportive leadership.

Don't meet every requirement? Studies have shown that women and people of colour hesitate to apply to jobs unless they meet every single qualification. At Langs, we are dedicated to building a diverse, inclusive and authentic workplace, if you're excited about this role but your past experience doesn't align perfectly with every qualification please apply and share in your cover letter why you believe you are the right candidate.

The successful candidate would be eligible for the following benefits:

- Starting Salary of \$22.75-\$25.55 hourly
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)

In addition, a permanent positions would be eligible for:

- 3 Weeks paid vacation, with an increase to 4 weeks after 1 year of employment
- 15 Sick/Personal Days per year
- 10 Professional Development days per year
- Comprehensive Extended Health and Dental Care Plan including a \$1000 Healthcare Spending Account

Candidates are required to submit detailed cover letter along with their resume by May 1, 2024
Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.