

Medical Office Assistant (MOA)

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| Employment Type: | Permanent (0.8 to 1FTE) |
| Total Hours of Work per week: | 28 to 35 hours |
| Compensation Amount/Range (1FTE): | \$40,200 to 48,000 (Annually) |
| Start Date: | ASAP |
| Location: | This is a 100% on-site role located at 10 Neighbourhood Lane, Unit 201, Toronto, ON |
| Existing Vacancy | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is Artificial Intelligence used for screening or assessment of candidates | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

About the Organization

Stonegate CHC has been providing primary health care, health promotion and a wide variety of community programs to the South Etobicoke Community since it was created by community members in 1992. Our Mission is to improve the well-being of our community. Together, we identify individual and community needs and respond by providing accessible and inclusive health services and health promotion programs. We envision a healthy, active and inclusive community where physical, mental and social well-being is achieved.

Purpose

The Medical Office Assistant serves as the first point of contact for clients, community members, and partner organizations accessing services at the Community Health Centre. The position provides comprehensive medical reception services, administrative, and community and program support services to ensure efficient operations and exceptional client service. Working within a client-centred, health equity, and social determinants of health framework, the MOA supports clinical, allied health, and community programs by facilitating client access to services, coordinating appointments, maintaining records, supporting community initiatives, and providing administrative assistance to interdisciplinary teams.

Reporting

This position reports to the Operations Coordinator.

Key Responsibilities

Reception and Client Service

- Greet, welcome, and assist clients, visitors, volunteers, and community partners in a professional, respectful, and culturally responsive manner.
- Serve as the first point of contact for inquiries received in person, by telephone, email, website, and virtual platforms.

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- Assess and responds to general enquires and needs of the individual/agency by providing them with the appropriate information regarding services or directing them to the appropriate personnel and/or resources.
- Answer and manage a multi-line telephone system, screen and direct calls, take messages, and respond to general inquiries.
- Assist clients with forms (i.e. registration, consent etc.)
- Maintain organized reception, waiting, and administrative areas.
- Monitor client flow and communicate client arrivals to appropriate staff.
- Respond to urgent messages and direct information appropriately to ensure timely follow-up.
- Maintain voicemail systems, clinic messaging, and general email accounts.

Medical Reception and Clinical Administration

- Schedule, confirm, and manage appointments for physicians, nurse practitioners, counsellors, health promoters, and other service providers.
- Communicate with clients about appointments and/or specialist referrals.
- Verify and update client demographic, insurance, and health coverage information.
- Determine appointment urgency and scheduling requirements according to established protocols.
- Coordinate interpretation, transportation, and accessibility supports as required.
- Manage electronic medical records (EMR), including registration, documentation, scanning, filing, and chart maintenance in a timely manner.
- Process referrals, specialist bookings, diagnostic appointments, prescription renewal requests, and follow-up communications.
- Facilitate secure transfer, release, storage, and destruction of client records and personal health information.
- Support providers with administrative and clinical coordination tasks as assigned.
- Maintain compliance with privacy legislation, organizational policies, and clinical procedures.
- Engage in clinical support as required (ex. assisting with organizing/supporting clinics, lab work pick up twice a day, specimen storage etc.).
- Provide back-up coverage as needed (i.e. for nurse checking vaccine fridge temperatures, or for Clinical Lead entering provider's schedules into EMR).

Program and Community Services Administration

- Provide administrative support for community programs, workshops, groups, and special initiatives.
- Coordinate registrations, attendance tracking, room bookings, and virtual meeting platforms.
- Maintain program databases, and calendars.
- Assist in the preparation and distribution of promotional, educational, and outreach materials.
- Support volunteers, community health champions, facilitators, and partner organizations involved in program delivery.

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Community Health Centre

- Assist with planning and coordination of community events, health promotion activities, and organizational initiatives.

Records, Data, and Office Administration

- Maintain accurate electronic and paper records, databases, external, and statistical reports.
- Process correspondence, mail (including courier services), faxes, scanning, photocopying, and document management ensuring privacy and confidentiality is maintained.
- Order and maintain office and program supplies.
- Assist with cash handling, petty cash reconciliation, and payment processing as required.
- Support quality improvement (i.e. assist with distribution and collection of client surveys), accreditation, reporting, and data collection activities.
- Ensure confidentiality and secure handling of all organizational and client information.

Team and Organizational Participation

- Engage in professional administrative and clinical support for the Centre that includes: having a positive attitude; being calm under stress; being an active and respectful participant in safe processes to discuss issues and raise concerns and complaints; being proactive around problem-solving; taking accountability for work tasks performed; working as part of a collaborative team; and being respectful to other staff, students, volunteers, and clients.
- Maintaining positive and open communication with the multi-disciplinary team members, clients, and guests, as well as being an administrative resource for staff and Team Leaders
- Collaborate effectively with interdisciplinary clinical, health promotion, and administrative teams.
- Responsible for the opening and closing of the Centre following established procedures to ensure the security and safety of the building, staff, patients, and guests
- Provide coverage for administrative department and team members when needed to contribute to overall team functioning.
- Participate in staff, administrative, and departmental meetings (as needed), committees, and organizational projects.
- Support organizational events, community engagement activities, and health centre initiatives.
- It is mandatory that all Stonegate Staff support two organizational events/activities each year (ex. Party in the Park, AGM, Donor or Volunteer Appreciation etc.)
- Contribute to a safe, inclusive, respectful, and healthy workplace ensuring compliance with Health and Safety regulations and Stonegate's policies.
- Perform other related duties as assigned.

Key Qualifications

Education

- College diploma in Medical Office Administration preferred or Office Administration, Health Administration, Social Services, Community Services, or a related field; or
- Equivalent combination of education and relevant experience.
- Ability to work one to two evening shifts weekly.

Experience

- Minimum two years of experience in medical office administration, reception, administrative support, community services, or a related setting.
- Experience working in a healthcare, community health, social service, or non-profit environment preferred.
- Experience with electronic medical records (EMR) systems considered an asset.
- Experience supporting clinical, allied health, community programs, volunteers, and community initiatives considered an asset.

Knowledge and Skills

- Strong understanding of client-centred service delivery and health equity principles.
- Understanding of and commitment to working within a client-centered, social determinants of health framework
- Excellent interpersonal, communication, and customer service skills.
- Strong organizational, problem-solving, and time-management abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Proficiency in Microsoft Office Suite and database systems.
- Ability to learn and use electronic medical record systems and virtual meeting platforms.
- Strong attention to detail and commitment to confidentiality.
- Ability to work independently and collaboratively within an interdisciplinary team.
- Knowledge of community resources and services considered an asset.
- Additional language(s) and cross-cultural experience considered assets.

Core Competencies

- Client Service Excellence
- Health Equity and Inclusion
- Communication and Relationship Building
- Organization and Coordination
- Confidentiality and Professional Ethics
- Teamwork and Collaboration
- Problem Solving and Initiative
- Adaptability and Continuous Learning

Stonegate offers comprehensive group benefits coverage, annual vacation entitlement, sick leave entitlement, an employee assistance program, and is a HOOPP employer.

Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and 2SLGBTQI+ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Stonegate encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.

Submit your cover letter and resume by: July 24, 2026

SUBJECT LINE: Medical Office Assistant

Attention: Stonegate Human Resources

Email to: HumanResources@stonegatechc.org

Stonegate Community Health Centre
10 Neighbourhood Lane Unit 201, Toronto, Ontario M8Y 0C5

We thank all applicants for their interest in this position, only those selected for an interview will be contacted.