



Kitchener Downtown Community Health Centre provides primary health care services with an emphasis on persons who experience barriers to health care access and health inequities. These services address the social determinants of health and include medical care, health promotion, illness prevention and community capacity building. Our diverse and dynamic interdisciplinary team works collaboratively with clients and the community.

We are currently recruiting for the following position:

CLIENT SERVICES ASSISTANT – Diabetes Education Program

Full time Contract-Nov 12, 2018 to December 14, 2019

Position Description:

As a member of the Diabetes Education team you will be responsible for providing a wide range of reception, administrative and clerical supports to the Program and the organization. You will work with a skilled group of Diabetes Education staff in supporting client services and organizational needs. You will also work closely with volunteer reception and administrative staff in the completion of program and organizational projects. You will have experience in working in a high-volume setting (1000 + new referrals a year) focused on quality service. Your previous work demonstrates a strengths-based, client centered collaborative approach with both clients and staff.

KDCHC serves a diverse community as does the Regional Diabetes Education program. We are seeking a person able to engage respectfully and collaboratively with clients, staff, volunteers and the community. Client scheduling will be a significant part of the role. Your prior experience working within in a health care or social service setting will equip you to provide a friendly, welcoming experience for clients who are seeking diabetes education or other social supports. Your experience with Electronic Health Records will be an asset to ensure client charts are complete and up to date.

Qualifications:

1. Secondary school diploma
2. Post-secondary education in a related field is considered an asset
3. Two years office experience preferably in a community or social service setting
4. Strong organizational and time-management skills.
5. Keen attention to detail.
6. Proficiency in the use of a personal computer and software programs including Microsoft Office, email and internet. Experience with electronic medical records is an asset.
7. Demonstrated ability to communicate effectively in English, both written and verbally.
8. Second language is an asset.
9. Demonstrated ability to work collaboratively.
10. Experience working effectively with culturally and economically diverse populations.

Compensation Range: \$34,875 to \$42,019, depending upon experience

Benefits:

- Paid Vacation Leave: 3 weeks
- Paid Public Holidays & Sick Leave
- Professional Development Leave: 5 days
- Defined Benefit Pension Plan through HOOPP
- Extended Health and Dental insurance
- Life and Accidental Death, insurance
- Employee Assistance Plan

Application Process:

Your resume and a cover letter, detailing your experience and qualifications for this position, should be sent to:

Stephen Gross
Director of Community Programs and Engagement
44 Francis Street South
Kitchener Ontario N2G 2A2
Email: sgross@kdchc.org
Fax: 519-772-0290

Application Deadline: October 15, 2018 at 5:00 pm

KDCHC values the diversity of its staff and welcomes applications from people of all races, ethnicity, religions, culture, sexual orientation, gender identity and those with disabilities.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so that suitable arrangements can be made.

Personal information submitted will only be used for the purposes of this recruitment process.

We appreciate all expressions of interest; however only those selected for an interview will be contacted.