

## INTERNAL/EXTERNAL POSTING

### Inviting applications for the position of: MEDICAL SECRETARY

Location: Brockville  
Hours: 1.0fte – 70hrs bi-weekly  
Term: indeterminate  
Salary Range: \$42,200 - \$50,200 annually or \$23.19-\$27.58 hourly  
Start date: July 6, 2026  
Existing Vacancy: no

#### Who we are:

Rideau Community Health Services (RCHS) is a non-profit, community-governed health and social service agency that provides comprehensive primary care, health promotion and community development services. Working with partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville and Lanark counties.

#### What we offer:

- Competitive Rates
- Health Benefits – 100% premium pd,
- Pension Plan - HOOPP
- Generous paid time off
- Team Work
- Professional Development opportunities
- Work/Life Balance and Supportive Culture

#### About the Role:

The Medical Secretary provides administrative support functions in relation to client care to RCHS programs such as primary care.

**Submit your expression of interest in the form of cover letter and resume by May 12, 2026**

To Human Resources [hr@rideauchs.ca](mailto:hr@rideauchs.ca)

All applications are considered confidential. AI screening is not used in hiring.

RCHS is accountable to employees, clients and to the government of Ontario for meeting the standards set by the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") and its regulations. RCHS is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require an accommodation to fully participate in the hiring process, please call 613-269-3400, ext. 228.

**POSITION TITLE:** MEDICAL SECRETARY  
**DEPARTMENT:** PRIMARY CARE  
**REPORTS TO:** MANAGER, HEALTH ADMINISTRATION

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**SUMMARY:** The Medical Secretary provides administrative support functions in relation to client care to RCHS programs such as primary care.

**REPRESENTATIVE ACTIVITIES:**

- Coordinates follow up client care from appointments by processing referrals including arranging and coordinating appointments with specialist offices and diagnostic facilities, preparing consultation and other letters as directed.
- Supports the teams in managing client care by performing administrative functions including chart preparation, faxing, scanning and mailing of client information.
- Operates and maintains document management and distribution systems.
- Coordinates requests from Third Parties (i.e. Insurance, legal) ensuring forms are completed by provider and returned in a timely manner. In addition, prepare and submit invoices for services rendered. Track and reconcile payment.
- Manages client recall list as directed by provider and keeps address book up to date
- Coordinates with other staff to ensure exceptional delivery of services by navigating and/or providing clients with various resources
- Handles more complex privacy issues and knowledge requirements for privacy policies.
- Provides back-up support to the medical receptionist as needed.
- Assists with New client intake creating charts, retrieving past information and bookings
- Contribute to RCHS' practices of hiring, orienting, training and mentoring staff

**COMMON RESPONSIBILITIES:**

- Work in a manner that preserves confidentiality and seeks to minimize risk
- Work in a manner that incorporates health promotion and recognizes the determinants of health
- Incorporate and strengthen collaborative and interdisciplinary teamwork
- Respect and value the diversity of communities and individuals
- Maintain competence and professional license to practice
- Contribute to the efforts to secure and maximize resources for current and new programs, services and activities
- Participate in efforts to enhance capacity through staff development
- Support and comply with the Occupational Health and Safety policies and procedures
- Protects patients and employees by adhering to infection-control protocols.

**QUALIFICATIONS:**

- Successful completion of a recognized medical office administration program
- Three to five years administrative experience with progressive responsibility in a health setting.
- Strong organizational and problem-solving skills
- Strong communication skills and experience working in an interdisciplinary team
- Attention to detail
- Excellent time management skills.
- Excellent computer proficiency (MS Office applications, PS Suites or other Electronic Health Record)
- Experience working with a community-based, not-for-profit organization
  
- **OTHER**
- Ability to work flexible hours based on program needs
- Valid Driver's license
- Canadian criminal record check and a vulnerable sector check that are satisfactory to RCHS