

## Medical Office Assistant Black Health and Social Services Hub

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment. Our organization is grounded in principles of health equity, and we are committed to delivering services and programs through an anti-racism, anti-oppression lens. We strive to create a healthier community by putting people first and addressing systemic barriers to care.

### About the Black Health and Social Services Hub

LAMP Community Health Centre (LAMP CHC) is partnering with Roots Community Services Inc (RootsCS) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement the Black Health & Social Services Hub with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The hub will provide primary health, mental health, addictions and social services programs that will holistically address the physical, mental, social and cultural needs of BAC communities, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people who are passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their wellbeing.

### The Position:

At the heart of our work is an interdisciplinary approach that delivers holistic, community-based care – with a strong focus on individuals who experience barriers to accessing health services. Our team is deeply committed to inclusivity and works within the social determinants of health framework, emphasizing prevention, health promotion, and client education.

- **Term of work:** Permanent, full time
- **Hours of work:** 35 hours per week
- **Rate of pay:** \$41,926- \$50,191 (\$23.03- \$27.57 per hour)

*This is an existing opening. Artificial Intelligence tools may be used to screen candidates.*

### Job Responsibilities:

These include but are not limited to the following:

#### 1. Client Care



Canadian Mental  
Health Association  
*Mental health for all*



**LAMP Community  
Health Centre**

**Collaborating towards the development of the Black Health & Social Services Hub Peel**

- Provide reception and administrative support to the Primary Health Care (PHC) and Allied Health programs.
- Exist as the common link between the client and provider, and demonstrate courtesy, caring, and culturally appropriateness while registering clients, managing the appointment schedule and referrals, and handling all other administrative aspects of the program.
- Ensure that all organizational policies are followed.
- Ensure the provision of high-quality services to clients in keeping with LAMP values, Hub principles, and the health priorities of BAC communities.
- Reflect the high-quality work and integrity of LAMP and the Hub collaborative at all times.
- Greet individuals at reception in a courteous and professional manner.
- Book home visits, make arrangements with the support worker/family member, etc. if needed; and confirm appointment the day prior to the visit.

## **2. Education and Professional Development**

- Answer/transfer incoming phone calls; make outgoing calls as needed; take messages; check messages in inbox; and respond accordingly in a courteous, professional and timely manner using Electronic Medical Record (EMR) and Microsoft Office suite platforms
- Register new clients, which includes assisting with filling out registration forms, and de-roster clients as needed.
- Book client appointments for PHC team and internal specialist services; confirm new client appointments the day prior to the visit; and share the responsibility of calling clients for follow-up appointments as directed by the providers or client recall system.
- Arrange referrals for external specialists (e.g. ENT, Rheumatologist, Dermatologist etc.), contact client with appointment details and send confirmation letters.
- Receive urgent messages and direct information and/or chart to appropriate provider for timely follow-up.
- Arrange for translation/interpretation services as required.
- Support and process appointment reminder processes using the Electronic Medical Record.
- Scan and file test results and correspondence in a timely manner.

## **Qualifications & Key Requirements:**

### **1. Education & Professional Experience**

- Medical Office Administration Diploma from a recognized institution or equivalent.
- Two to three years of experience in a community health setting.

### **2. Core Competencies**

- Understand privacy legislations, medical and health care system, diversity and inclusion.
- Demonstrated knowledge of and experience with addressing the health priorities of Black, African and Caribbean populations
- Knowledge of health care coverage programs.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.

- Typing speed of 45 WPM.
- Great attention to detail with the ability to work under pressure, account for results, and meet challenging deadlines with the ability to maintain a positive attitude
- Professional and empathetic.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team-oriented atmosphere.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre (CHC) and Hub Partners, resources in Peel Region, as well as a second language that is reflective of the community being served are all preferable assets.

**What we Offer:**

**For qualifying full-time and part-time employees and pro-rated to full time equivalent:**

*Comprehensive Health & Wellness Coverage*

- Extended health and dental: coverage for prescription drugs, vision, health practitioners and more • Group life insurance
- Employee Assistance Program (EAP): free, confidential support
- Healthcare discounts via Altum Health for services like massage therapy and physiotherapy
- Free access to Calm (meditation, sleep stories, self-care tools) and access to employee engagement platform Motivosity
- 4 weeks of vacation to start plus paid sick days
- 11 paid statutory and organizational holidays
- Pension: membership in the **Healthcare of Ontario Pension Plan (HOOPP)**
- No 24-hour rotational shifts (\*physicians do support pooled after hours on-call with stipend)
- No overhead costs – EMR, supplies, tech, management and staff support provided

*Growth, Purpose & Community Impact*

- Paid orientation, ongoing training, and professional development opportunities
- On-site and e-learning, plus access to course fee support
- Opportunities to serve diverse communities through inclusive, client-centered care
- Collaborative work environment focused on innovation and continuous improvement
- Active involvement in internal/external committees and community partnerships
- A workplace committed to equity, diversity, and removing barriers to accessibility

*LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups. Requests for accommodation due to disability can be made at any stage in the recruitment process.*

Internal applications, please send your resume with a cover letter to Human Resources: **Email Address: [recruiting@lampchc.org](mailto:recruiting@lampchc.org)**  
**Subject: Job Opening for Medical Office Assistant, BHSS Hub**  
**Internal Deadline: 5:00 pm on Tuesday, June 23, 2026**

External applications, please apply through LAMP website:  
**<https://lampchc.org/get-involved/employment/> External Deadline: Tuesday, June 30,**

**2026**

***We thank all applicants for their interest. However, only those selected for interviews will be contacted. No phone calls please.***