

## Receptionist Black Health and Social Services Hub

### About the Black Health and Social Services Hub

RootsCS is partnering with LAMP Community Health Centre (LAMP CHC) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services hub with and for the Black, African and Caribbean (BAC) communities in Peel Region. The Black Health and Social Services Hub (BHSS Hub) will provide primary health, mental health, addiction and social services programs that will holistically address BAC communities' physical, mental, social and cultural needs, and seek to eliminate disparities and inequities. To achieve our goals, we are recruiting people passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their well-being.

### The Position:

The Black Health and Social Services Hub is seeking to employ a friendly, client focused Receptionist to serve as the first point of contact for the BHSS Hub. The Receptionist will be responsible for greeting and directing clients, answering general questions, and delivering high-quality front desk service. This position requires flexibility to work a variety of shifts, including evenings and weekends.

- **Term of work:** Full time contract to March 31, 2027
- **Hours of work:** 35 hours per week
- **Rate of pay:** \$49,140 to \$52,789 annually with benefits
- **Reports:** Director of Integrated Operations

### Job Responsibilities:

These include but are not limited to the following:

#### 1. Client Support & Navigation

- Serve as a first point of contact for in-person visitors, phone calls, and email inquiries in a professional, respectful, and welcoming manner
- Liaise with staff to support client flow and communication
- Monitor reception and waiting areas to ensure safety, cleanliness, and readiness for client service
- Respond calmly and professionally to challenging situations, using established escalation protocols and available supports
- Maintain client confidentiality in accordance with policies and processes

#### 2. Administrative Procedures

- Support management of room bookings



Canadian Mental  
Health Association  
*Mental health for all*



**LAMP Community  
Health Centre**

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

- Handle mail, courier deliveries, scanning, faxing, and basic document coordination
- Perform other duties as assigned by the Integrated Operations Team or BHSS Hub leadership
- Strong organizational and multitasking skills

**Qualifications & Key Requirements:**

**1. Education & Professional Experience**

- Secondary School Diploma or equivalency with at least one year reception experience is required
- Demonstrated experience in delivering exceptional customer service assistance

**2. Core Competencies**

- Excellent communication skills both oral and written
- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Must demonstrate initiative, diplomacy and tact
- Ability to exercise judgment in prioritizing workload
- Ability to maintain a high level of confidentiality and decisiveness while working under the pressure of constantly-changing priorities
- Ability to work effectively and professionally, both independently and within a team environment
- Proficiency with Microsoft Office Suite and Google Workplace
- Understanding of the impact of anti-racism, anti-oppression and systemic discrimination on racialized and marginalized communities

**Other Requirements**

- Clear and current Vulnerable Sector Check
- Ability to work flexible hours as required
- Satisfactory references
- This role is fully onsite

Please forward your resume and cover letter addressed to the Manager, People and Culture, by email to [careers@rootscs.org](mailto:careers@rootscs.org), with the subject line Receptionist– BHSS.

Applications will be accepted on a rolling basis until the position is filled. We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.