



Phone: 647-812-5226

Website: www.BHSSHUBPeel.ca

Address: 2-19 Rutherford Rd. S, Brampton, On

Administrative Assistant Black Health and Social Services Hub

Organizational Background

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:

Under the direct supervision of the Primary care Manager, BHSSH, the Administrative Assistant will work to support the team to help serve BAC clients across the Peel region and LAMP Community Health Centre. LAMP CHC serves all demographics and socio-economic status and serves priority populations such as Immigrants and refugees, Francophone communities, seniors, racialized communities, individuals living in poverty, LGBTQQITT2S+ communities.

- **Permanent Full time Position:** 35 hours per week
- **Rate of pay:** \$41,926 - \$50,191 per year (\$23.03 - \$27.57 per hour)

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

Primary Responsibilities



Canadian Mental
Health Association
Mental health for all



**LAMP Community
Health Centre**

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

- Manage calendars, meetings, and logistics for the BHSSH Director of Primary Care and Managers in this department, clinical functions, including coordination with cross-functional partners, external stakeholders, and senior leaders.
- Organize and support team, functional, corporate, client-facing, and LAMP and BHSS events as needed, including agendas, pre-reads, logistics, vendors, budgets, action tracking, and follow-up.
- Assist in cleaning/sanitizing the reception area and personal desk space in accordance with current Ministry Infection and Prevention standards.
- Answer/transfer incoming calls; make outgoing calls as needed; take messages; check messages in inbox; and respond accordingly in a timely manner.
- Book client appointments in an electronic medical record database for clinical providers with follow-ups as directed by the providers.
- Support the BHSSH leadership team with creating meetings agendas, team presentations and drafting and circulating meeting minutes
- Serve as a point of contact for inquiries from staff, partners, and community members
- Support Primary Care Director and BHSSH managers in coordinating onboarding for new staff.
- Manage ordering and maintenance contracts of clinical equipment and administrative supplies, and facility setup as needed
- Assist with project and initiative coordination by managing timelines, trackers, meeting schedules, resources, and follow-ups to help work progress against milestones and business objectives.
- Providing client service support (ex. inputting patient information into electronic medical record databases, explaining program limitations to clients and their families, demonstrating patience and respect, assisting patients with various barriers fill out intake/administrative forms).
- Assist in the creation of client records, archiving and securely disposing of records in accordance with the records-retention policy.
- Provide coverage for other administrative assistants and medical office assistants when they are absent, for break coverage, and contribute to overall team functions by providing support where needed.
- Other administrative duties as assigned (ex. Processing referrals, scanning, faxing, appointment reminders and maintaining waitlists)

Required Qualifications

- Secondary School Diploma plus completion of up to 1-year post-Secondary training program (e.g., vocational, office administration, technical) or equivalent
- One to two years of administrative or reception experience in a healthcare, community or social-service setting.
- Understand privacy legislations, medical and health care system, diversity and inclusion.
- Knowledge of health care coverage programs.
- Demonstrated experience working with clients facing disability, language, income and system-access barriers.
- 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 is preferred
- Strong attention to detail, with demonstrated ability to manage competing priorities, meet deadlines, take accountability for results and remain professional under pressure.
- Demonstrated reliability, initiative and ability to organize work independently while contributing effectively within an interdisciplinary team.
- Demonstrated ability to receive and apply feedback, learn new processes and adapt to changing operational requirements.
- Knowledge of the Peel region, and the surrounding community areas is preferred
- A second language that is reflective of the community being served is an asset.

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)**

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.

Please apply through the [portal](#).

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

