



### **Canada Summer Jobs Opportunity**

**Position Title:** Client & Program Support

**Job Department:** Programs and Services

**Reports to:** Program Director

**Number of Positions:** 2

**Status:** Full-time 37.5 hours, 8 weeks

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*The Government of Canada funded this job through the Canada Summer Jobs program.  
You must be aged between 15 and 30 and be legally entitled to work in Canada.  
This job is advertised in accordance with the requirements for Canada Summer Jobs 2023.*

The Client & Program Support provides support to clients presenting at Quest Community Health Centre for services. This position plays a vital role in supporting clients and clinics including providers as well as providing reception, greeting clients and monitoring waiting areas at Quest CHC service locations.

#### **Key Objectives:**

1. The Client & Program Support will work with the inter-disciplinary team to provide Health Care through clinics, follow-up and appointment scheduling.
2. Working in an inter-disciplinary team, the Client & Program Support will provide support to individuals presenting for in person appointments at Quest CHC and points of services.
3. Provide a welcoming, supportive environment and act in a courteous and professional manner while respecting and valuing the diversity of individuals and the community.
4. Monitor waiting room activity, while optimizing treatment room utilization.
5. Preserve, maintain and respect confidentiality of client and staff information.
6. Greet clients and visitors arriving in clinic and monitor waiting room activity while optimizing clinic room space.
7. Register clients and complete appropriate electronic documentation.
8. Support infection control procedures, such as screening clients and pandemic planning initiatives e.g. handing out masks.
9. Answer and direct telephone calls.
10. Attend and participate in staff meetings, special projects and other duties as assigned
11. Meet organizational standards pertaining to quantity and quality of work performed. Comply with applicable policies, regulations and legislation identifying any areas of non-compliance.

12. Support project implementation, such as events, assemblies, resources, implementing services and evaluations.
13. Participate in and comply with all health and safety processes and initiatives to ensure the organization remains a safe workplace.
14. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
15. Duties as required

## **Qualifications:**

### **Education**

- Secondary school Diploma or equivalent GED Certificate.

### **Experience**

- Experience or interest in gaining experience working in an interdisciplinary team supporting various populations including individuals who experience barriers such as homelessness, mental health, addiction and concurrent disorders is an asset.
- Previous volunteer experience in a community-based health care setting is an asset.

### **Knowledge**

- Knowledge of local community resources and referral processes is an asset.
- Knowledge of the Community Health Centre model of care is an asset.

### **Skills and Abilities**

- Proficiency in the use of various computer software applications including MS Office Suite of programs.
- Awareness of and sensitivity to community health issues.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent care to priority populations.
- Ability to communicate effectively in English, both in writing and orally. Proficiency in other languages is an asset. Spanish and/or French is an asset.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with other community-based agencies.
- Ability to problem-solve and apply sound judgment.
- Proficiency in the use of computer software/electronic medical records/PS Suites, etc. is an asset.

### **Conditions of Employment**

- Police Reference Check is required.
- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCi) is an asset.
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronic Documents Act (PIPEDA).

### **Physical Demands**

- The position requires sitting at a desk requiring sufficient mobility to allow sitting, standing and twisting from a seated position to reach office equipment. Movement from front desk to offices and operatories, occasionally lifting 10-20 pounds.

- Speech and listening are critical aspects of the role to effectively communicating with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

#### Working Conditions

The duties of this position are performed at Quest CHC service locations. This includes work in a clinic environment as part of a team coordinating care for a population of clients.

Must be able to work varying work schedules, including evenings and weekends, and in multiple work locations.

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If you are interested in this position, please submit your cover letter and resume to  
Human Resources at [hr@questchc.ca](mailto:hr@questchc.ca)  
with email subject- Canada Summer Jobs Posting: Client & Program Support.

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