



## Secretary, Rehabilitation Services

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### Full Time

**\$26.75 - \$29.28**

**Reference#:22-702A**

The Secretary acts with minimal supervision to provide quality secretarial and clerical functions for Rehabilitation Services, while ensuring a client focused approach. As a member of one or more Practice Groups, the Secretary participates in discipline-specific and inter-professional activities that are directed towards a patient-centered environment and contribute to operational efficiency, professional and program development. The Secretary, PM&R has primary responsibility for assigned specific duties, however duties may vary among secretaries, and may change to meet service needs. Tasks are assigned according to skills, abilities and experience required. Secretaries maintain up-to-date lists of individual duties.

### Role Responsibilities

- Demonstrated word processing/keyboarding of 50 wpm and dictating skills required
- Demonstrated proficiency in Microsoft Office Suite of products and ability to learn new software programs
- Acts as front-line contact person and receptionist for patients/clients/customers
- Screens calls, dealing with program enquiries to include internal and external sources and transmits essential information
- Receives and processes referrals, including pre-registration in appropriate program, setting priority according to program policy
- Communicates in a sensitive, tactful manner with client/caregiver, ensures comfort of client as possible
- Maintains waiting list, monitors client waiting time and regularly reports waiting time to outpatient therapists/Practice Leader/Program Manager
- Performs dicta-typing and transcribes client reports
- Contacts client/physician/outside agencies as necessary to glean information required for client appointments
- Contacts clients (to include outside agencies) to book appointments, explains process of registration and answers other client questions as possible
- Coordinates activities with other secretaries, assisting other secretaries to ensure timely completion of work; performs back-up functions for other secretaries as appropriate
- Prepares weekly time sheets, files approved absence requests
- Produces reports for billing purposes; prepares billing requisitions and invoices as requested; keeps petty cash records
- Participates in day-to-day decision-making, solution-finding and assists in continuous quality improvement initiatives
- Participates in discipline-specific, cross-functional and hospital-wide committees as possible

### Required Qualifications and Experience:

- Post Secondary Diploma in Office Administration; equivalent education and experience may be considered
- 2 years experience in a similar role in a health care environment
- Certificate in Medical Terminology, preferred



Located in Kingston, Providence Care is Southeastern Ontario's leading provider of aging, mental health and rehabilitative care. Continuing the legacy of our Founders, the Sisters of Providence of St. Vincent de Paul, Providence Care provides care and services at Providence Care Hospital, Providence Transitional Care Centre, Providence Manor Long-Term Care home and community locations across Southeastern Ontario.

Providence Care is Fully-affiliated with Queen's University and St. Lawrence College; Providence Care is a centre for health care, education and research, and a member of the Council of Academic Hospitals of Ontario.

**To apply** for this position please email your Covering Letter and Resume quoting reference number in subject line to [work@providencecare.ca](mailto:work@providencecare.ca)

To learn more about Providence Care and other opportunities please visit:

<https://www.providencecare.ca/careers-volunteering/>

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