

# Job Description

## About us

Circle Care is a forward-thinking clinic located in Leslieville at Gerrard Square. Gerrard Square is a busy mall with heavy foot traffic brought in by anchor stores such as Wal-Mart, Home Depot, Planet fitness, LCBO, and Food Basics just to name a few. We are 2,000 square feet of the mall, and have a gym space for rehabilitation therapy and nine treatment rooms. The model as suggested by the name of the clinic, is a team of multi-disciplinary allied health care providers, collaborating together to be a part of the patient's circle of care. Health care providers who are a critical part of our team include: physiotherapists, chiropractors, chiropodists, massage therapists, psychotherapists, naturopaths, athletic therapists, dieticians, and osteopaths. Work life balance is something we value and promote at Circle Care. Therefore, we like to ensure having a team of administrative staff to provide full support. Practitioners will use the EMR system, Jane, for efficient charting and booking.

## Job description

We are looking for a charismatic, professional individual who will give patients coming to the clinic a great first impression. While building rapport with patients and completing administrative duties, we are looking for a team member who is able to work in a fast-paced environment, efficient with multi-tasking, good communications skills, and conflict resolution.. Experience in a rehab clinic or similar setting is an asset but not a must. Flexible part-time hours available.

## Roles and Responsibilities

- Strong ability to build rapport with patients and provide exceptional customer service
- Have a good understanding of the strengths of each health care provider to triage patients when they call or walk into the clinic
- Book appointments, and collect payments using Jane Software and direct billing patient's insurance
- Maintain patient accounts and records by obtaining, recording, and updating required information
- Maintain patient confidentiality of personal and financial information
- Assist the Practitioners with miscellaneous administrative tasks
- Work well with other healthcare professionals to develop and implement treatment plans

## Qualifications

- Administrative/Receptionist: 1-2 year (preferred)
- Physiotherapy/multidisciplinary clinic : 1 year (preferred)
- **Knowledge of MVA and WSIB**
- **Familiar with HCAI**
- **Fluent in Mandarin/ Cantonese (required)**

## Experience

- Customer service or sales (preferred)

1000 Gerrard St E, Toronto, ON, M4M 3G6

### **Benefits**

- Upon qualification, you will be eligible to participate in our health benefits plan
- On site gym
- On site free parking