north simcoe family health team

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The North Simcoe Family Health Team (NSFHT) is seeking a **full time, permanent.**

Job Title: Administrative Assistant

Salary range: $24.81 - $26.72 per hour

Reports to: Clinical Director

Position Summary

The North Simcoe Family Health Team is committed to delivering patient-centred primary health care through a collaborative, interdisciplinary approach. Our team of physicians, nurse practitioners, nurses, social workers, and allied health professionals work together to provide high-quality care close to home. The Administrative Assistant plays an integral role in supporting the daily operations of our busy clinical environment through strong organizational and communication skills, professionalism, attention to detail, and the ability to effectively manage competing priorities.

Responsibilities

- Provide administrative support to nurse practitioners, allied health professionals and administration.
- Answer and direct telephone inquiries in a professional and courteous manner.
- Schedule and coordinate patient appointments with members of the interdisciplinary team.
- Assist patients with referrals, follow-up appointments, and general inquiries.
- Maintain accurate patient information within the electronic medical record (EMR).
- Support day-to-day clinical office operations and workflow coordination.
- Foster positive relationships with patients, team members, and community partners.

Note: The above is intended to describe the general nature of the work being performed by the incumbent of this job. It is not intended to be an exhaustive list of all responsibilities associated with this role.

Qualifications

- Certificate or diploma in Office Administration,or demonstrated experience in a clinical administrative role.
- Excellent customer service, communication, and interpersonal skills.
- Strong organizational and time management abilities with the capacity to prioritize effectively.
- Proficiency in Microsoft Outlook, Word, and Excel.
- Experience with Electronic Medical Record (EMR) systems; Accuro experience is considered an asset.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Proficiency in both French and English is considered an asset.

Compensation & Benefits

The NSFHT offers a competitive compensation package, including participation in the Healthcare of Ontario Pension Plan (HOOPP), comprehensive extended health and dental benefits, and paid time off.

Work Schedule

This is a full-time, permanent position with a standard 37.5-hour work week, Monday to Friday.

Interested, qualified candidates should send their resume and cover letter to Ashlee Hood, Executive Assistant, North Simcoe Family Health Team, at: info@nsfht.ca.

Closing Date: November 19, 2026

We thank all applicants for their interest. Only those selected for an interview will be contacted.

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Job Description

Administrative Assistant

The Clinical Administrative Assistant is an integral member of the interdisciplinary team at North Simcoe Family Health Team (NSFHT). This position provides comprehensive administrative and clerical support to nurse practitioners, allied health professionals and administrative staff to ensure efficient day-to-day operations.

PRIMARY RESPONSIBILITIES:

Administrative & Clinical Support

- Provide administrative support to clinical staff including nurse practitioners, nurses, social workers, allied health professionals and administration.
- Prepare, organize, and maintain patient records and documentation within the Electronic Medical Record (Accuro) system.
- Manage incoming correspondence including mail, fax, email, and electronic reports.
- Support general office operations including filing, scanning, photocopying, and supply management.

Patient Coordination & Scheduling

- Answer and direct telephone calls and patient inquiries in a professional and courteous manner.
- Schedule, confirm, and coordinate patient appointments for interdisciplinary team members.
- Assist patients with referrals, follow-up appointments, forms, and general clinic information.
- Ensure accurate and timely communication between patients and healthcare providers.

EMR & Data Management

- Maintain accurate patient demographics and health information in the EMR system (Accuro).
- Ensure confidentiality and privacy standards are maintained in accordance with PHIPA and organizational policies.
- Support date entry, report generation, and administrative tracking as required.

Team Collaboration

- Collaborate with all members of the interdisciplinary team to support efficient clinical workflow.
- Foster positive relationships with patients, colleagues, community agencies, and external healthcare partners.
- Participate in team meetings, quality improvement initiatives, and organizational activities as required.

Qualifications

- Certificate or diploma in Office Administration or demonstrated experience in a clinical administrative role.
- Minimum of 1-2 years of experience in a clinical or medical office setting preferred.
- Proficiency in Microsoft Outlook, Word, and Excel.
- Experience with Electronic Medical Record (EMR) systems; Accuro experience is considered an asset.
- Excellent communication, customer service, and interpersonal skills.
- Strong organizational and time-management abilities with attention to detail.
- Ability to manage multiple priorities in a busy clinical environment.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Knowledge of medical terminology and referral processes.

Working Conditions

- Fast-paced clinical office environment.
- Frequent interaction with patients, healthcare providers and community partners.
- Prolonged periods of sitting, computer use, and telephone communication.

Core Competencies

- Professionalism and confidentiality.
- Patient-centred service delivery.
- Communication and interpersonal effectiveness.
- Organizational and multitasking skills.
- Teamwork and collaboration.
- Initiative and adaptability.
- Attention to detail and accuracy.