



September 2026

Medical Secretary – Permanent Full-Time (Pefferlaw)

Position Summary

The Georgina Nurse Practitioner Led Clinic provides primary health care services to the residents of Georgina since 2011. The Clinic also operates the Nurse Practitioner-Led Children's Care Clinic, providing health care services to children aged 1 month to 18 years old.

As the initial contact for patients, the role of the Medical Secretary is of great importance. The Medical Secretary will support the primary care providers at the Georgina NPLC in the provision of primary health care, health promotion and disease prevention care through reliable, timely, professional and effective clerical support. The Medical Secretary's primary role is to provide direct and indirect contact with the patients registered with the Georgina NPLC and to liaise and provide clerical support to the primary care providers.

Key Areas of Responsibility and Duties

- Provide professional reception and administrative support, including answering phones, greeting clients, responding to inquiries, booking appointments, and managing provider schedules.
- Coordinate specialist, program, and internal referrals, including triaging referrals, scheduling appointments, communicating with clients, and coordinating urgent or vacant appointment times.
- Manage incoming and outgoing faxes, prescriptions, referrals, mail, and other correspondence.
- Prepare day sheets, client labels, requisitions, PAP kits, and other materials required for clinical visits.
- Scan, photocopy, distribute, and maintain client and administrative documentation.
- Perform injections, venipuncture, and point-of-care testing where certified and authorized under applicable medical directives.
- Maintain accurate statistical data, spreadsheets, databases, and clinic records.
- Support clinic operations, including ordering supplies, arranging couriers, receiving parcels, booking boardrooms, and coordinating catering.
- Maintain clean and organized reception and clinical areas, including cleaning exam rooms between client visits and following infection prevention and control procedures.
- Assist with internal communications, preparation of documents, templates, letters, and other administrative materials.
- Identify workflow issues and provide feedback and recommendations to the Lead Administrator.
- Work collaboratively with the team and provide coverage for other clerical staff as required.

- Prioritize multiple requests and responsibilities while maintaining a high level of accuracy, professionalism, and attention to detail.
- Escalate challenging client interactions or concerns to the Lead Administrator or Clinic Director as appropriate.
- Maintain knowledge of organizational policies, procedures, programs, and initiatives, and participate in ongoing education, projects, and program development.
- Protect the privacy and confidentiality of client and personnel information in accordance with applicable privacy legislation and organizational policies.

The above duties are representative and are not intended to be an exhaustive list of responsibilities.

Job Requirements

- Ability to work with current computer systems
- Adhere to Occupational Health and Safety policies and procedures as per applicable legislation
- Adhere to all policies and procedures of the Georgina NPLC
- Ability to work flexible work hours

Physical Demands

- Majority of time will be spent in direct administrative duties in the clinic
- Physical collection and filing of patient charts
- Moderate: The position requires minimal physical effort and the workday comprises roughly equal amounts of standing, sitting and walking, with frequent position changes.
- Travel within the community may be requested

Qualifications

- Excellent communication and organizational skills
- Demonstrated ability to work independently and in a team environment
- A diploma or certificate in Office/Business Administration of Medical Secretary program
- At least 5 years of work experience in an administrative position, preferably in a health care organization
- Excellent customer service skills
- Excellent information technology skill including a working knowledge of Windows, Microsoft Office Programs (Excel, Word, Outlook and Powerpoint) and Internet searches
- Experience working with an electronic data system for booking, billing, scheduling
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Ability to maintain information in confidence and respect sensitive information

- Experience with electronic medical records systems (Accuro) would be a strong asset
- Laboratory Technologist Certificate an asset or willing to take the program
- Current Ontario Driver's License
- Current BCLS

Hourly rate: \$22 to \$22.50

One permanent, full-time position is available at our Pepperlaw home clinic. The successful candidate may occasionally be required to work at our Sutton or Keswick clinic locations, based on operational and clinic needs.

Interested applicants should submit their resumes and indicate the preferred job location to:

Hiring Committee
Georgina Nurse Practitioner-Led Clinic
21071 Dalton Road, PO Box 340
Sutton, ON L0E 1R0
Phone: 905-722-3251
www.gnplc.ca
info@gnplc.ca

Job posting will remain active until position is filled.

We thank all applicants for their interest however, only those candidates selected for interviews will be contacted.

GNPLC is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. If you are being selected for an interview and need a reasonable accommodation, please feel free to forward your request.