

Scheduling and Clinical Services Assistant

Full-Time (35 hours/week), \$25.13 - \$29.02/hour

George Jeffrey Children's Centre is currently seeking a personable and professional individual to fill the role of Scheduling and Clinical Services Assistant (Assistant). The Assistant is an integral member of the Client Services Team, who serves as a key point of contact for families and contributes to a positive, welcoming and organized service environment.

Primary Responsibilities:

- Schedules client appointments with individual clinicians and for various multidisciplinary and specialized clinics.
- Coordinates the visit reminder systems; electronic messaging and phone.
- Updates information contained in the electronic client record, consents, and service information.
- Supports clinicians with administrative functions related to client records.
- Monitors data quality and identifies discrepancies for correction.
- Shares responsibility for reception coverage, including greeting clients, families and visitors; responds to telephone, email, and in-person inquiries; maintains reception and waiting areas to ensure a positive client experience.
- Solicits client feedback via surveys or other methods.
- Supports special projects, quality improvement initiatives, and operational activities as assigned.

To be considered for this position, candidates should meet the following criteria:

- Post-secondary diploma in the field of office or health records administration.
- Previous experience in an administrative role, preferably in a healthcare setting.
- Proficient with Microsoft Office suite of programs and adaptable to learn new programs.
- Highly organized with strong attention to detail and high level of accuracy.
- Excellent customer-service and communication skills.
- Effective time management skills and an ability to prioritize.
- Strong understanding of client confidentiality and knowledge of privacy legislation.
- Ability to work independently and co-operatively in a multidisciplinary environment.
- Ability to represent GJCC and its programs in a positive and professional manner.
- Bilingualism is an asset.
- Able to provide a current Police Record Check including Vulnerable Sector Screening.

Passion for providing the best possible standard of care, understanding of paediatric rehabilitation services, and exceptional people skills are key to being successful in this role. We encourage applications from qualified candidates, who share our vision for a future with empowered and inspired children, youth and families. Please submit resume with covering letter by **September 23, 2026** to:



Human Resources
George Jeffrey Children's Centre
200 Brock Street East
Thunder Bay, ON P7E 0A2
Email: hr@georgejeffrey.com

George Jeffrey Children's Centre follows the principles of dignity, independence, integration and equal opportunity. If you have accessibility or other requirements that need to be considered during the recruitment process, please let us know.