

Office Practice Administration/Quality Improvement Data Clerk

Full-time Permanent

Annual Salary: \$48,910 - \$53,987

We are seeking an Office Practice Administration/Quality Improvement Data Clerk to support leadership and operational functions. This role is vital with ensuring efficient clinic operations, quality improvement initiatives and committee activities. This role ensures efficient workflow, compliance, and high-quality support for physicians, students, and staff. This position works closely with the physicians of the White Pines Family Health Network (WPFHN).

Primary Responsibilities (not inclusive)

- Provide comprehensive administrative support to the physician group and for TAFHT committees. This includes scheduling, tracking attendance, preparing agendas, compiling and distributing meeting materials, organizing technology requirements, attending meetings to record accurate and professional minutes, and managing follow-up actions, including ensuring the timely collection of signatures and approvals and tracking motions.
- Act as a liaison and provide support to the physicians, and external stakeholders regarding general inquiries and follow-ups.
- Draft, edit, and distribute internal and external communication on behalf of the WPFHN Lead Physician.
- Manage invoices, deposits, petty cash, and banking processes, including online banking and coordination with WPFHN's accountant.
- Maintain and update schedules for the Physicians' After-Hours Clinic (WIC), including communication with physicians and students.
- Support hiring and management of After-Hours Clinic students, including recruitment, training, and scheduling.
- Coordinate onboarding/offboarding for physicians, students, and staff, including access management for EMR systems and SharePoint sites.
- Gather, organize, analyze and prepare reports to be submitted monthly, quarterly, and annually for the WPFHN and TAFHT.
- Perform occasional local travel within the community for business-related purposes, such as delivering documents, making bank deposits, or picking up supplies, as required.

Education, Qualification and Skills

- Diploma or degree in Office Administration, Business Administration, Health Informatics or a related field.
- Minimum 2 years of administrative experience, preferably in healthcare or a similar environment.
- Demonstrated experience supporting senior leadership and managing complex workflows.
- Proficient in Office 365 applications, Adobe Acrobat Pro, videoconferencing platforms and in Electronic Medical Records, preferably Telus PS Suites.
- Excellent written and verbal communication skills.
- Strong organizational, time management, and problem-solving abilities.
- High level of professionalism, discretion, and attention to detail.

Additional Job Requirements

- Must adhere to all TAFHT Policies and Procedures.
- Must be legally entitled to work in Canada.
- This position is in Timmins, ON, the position requires working in office and on site.
- Proof of COVID-19 vaccination is required and a condition of employment.
- Valid Ontario Driver's License and be able to travel within the community.

The above responsibilities are not to be considered all inclusive; and may be assigned other related duties in the interest of efficient operations of the Timmins Academic Family Health Team.

This position reports directly to the Executive Director. The location of this position could be the Administration, Algonquin West, 101 Mall, Algonquin East, Third Avenue site or any other location within Timmins. The employer reserves the right to modify the location/site.

Why Join Our Team:

- Join a dedicated team that makes a meaningful difference in the lives of patients by supporting primary care services in the community.
- Work with a supportive, team-oriented environment that encourages collaboration, innovation, and personal growth.
- Receive a competitive salary and comprehensive benefits package, including health and dental coverage and enrollment in the Healthcare of Ontario Pension Plan (HOOPP).

How to apply:

Qualified applicants are invited to submit their cover letter and resume to humanresources@tafht.ca.

To learn more about our team or review the full job description, visit our website at www.timminsfht.ca

TAFHT offers a comprehensive benefits plan, including health and dental coverage, HOOPP, paid vacation and additional paid entitlements.

We thank all applicants for their interest in TAFHT, however, only those applicants selected for an interview will be contacted.

TAFHT supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, visible minorities, aboriginal persons and persons with a disability. Personal information contained in applications will be used for recruitment purposes and handled in accordance with applicable privacy legislation.

TAFHT is committed to improving access and opportunities for individuals with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act*. If you require a specific accommodation during the application, interview or recruitment stage, please contact our office at 705-267-1993, or by email at humanresources@tafht.ca noting *Accessibility Inquiry* in the subject line, for appropriate accommodations to be made.

OFFICE PRACTICE ADMINISTRATOR/QUALITY IMPROVEMENT DATA CLERK

Reports to: Executive Director

Effective Date: January 2026
Reviewed Date:

Intent

The Office Practice Administrator/Quality Improvement Data Clerk (OPA/QIDC) is an integral member of the team, providing administrative and decision support for clinical operations, quality improvement initiatives, and committee activities. This role ensures efficient workflow, compliance, and high-quality support for physicians, students, and staff. This position works closely with the physicians of the White Pines Family Health Network (WPFHN).

Accountability

The OPA/QIDC reports directly to the Executive Director.

Duties and Responsibilities

- Provide comprehensive administrative support to the physician group and for TAFHT committees. This includes scheduling, tracking attendance, preparing agendas, compiling and distributing meeting materials, organizing technology requirements, attending meetings to record accurate and professional minutes, and managing follow-up actions, including ensuring the timely collection of signatures and approvals and tracking motions.
- Act as the primary point of contact for the physicians.
- Act as a liaison and provide support to the physicians, and external stakeholders regarding general inquiries and follow-ups.
- Draft, edit, and distribute internal and external communication on behalf of the WPFHN Lead Physician.
- Manage invoices, deposits, petty cash, and banking processes, including online banking and coordination with WPFHN's accountant.
- Maintain and update schedules for the Physicians' After-Hours Clinic (WIC), including communication with physicians and students.
- Support hiring and management of After-Hours Clinic students, including recruitment, training, and scheduling.
- Coordinate onboarding/offboarding for physicians, students, and staff, including access management for EMR systems and SharePoint sites.
- Maintain an organized electronic filing system, including contracts, organizational records, and policy documents. Create and implement standardized nomenclature for consistent documentation practices.
- Open, scan, and sort mail for the WPFHN.
- Obtain signatures electronically and ensure appropriate documentation is submitted and tracked.
- Administer confidential records, contracts, policies, and compliance documentation.
- Support the annual audit process for the WPFHN by locating, compiling, and submitting required documentation as requested.
- Collect, analyze, and report data for quality improvement initiatives.
- Assist with strategic planning, surveys, and special projects.
- Gather, organize, analyze and prepare reports to be submitted monthly, quarterly, and annually for the WPFHN and TAFHT.
- Create searches, stamps, encounter forms and provide training and education in the EMR.
- Work closely with the Quality Improvement Decision Support Specialist and the WPFHN Lead Physician.
- Serve as a liaison for IT support, including helpdesk coordination and user management.
- Ensure compliance with organizational policies, privacy legislation, and accessibility standards.
- Perform occasional local travel within the community for business-related purposes, such as delivering documents, making bank deposits, or picking up supplies, as required.
- Perform other administrative and quality improvement duties as assigned.

Core Competencies

- Ability to manage multiple priorities, coordinate tasks, and maintain efficient workflow.
- Ability to manage time effectively, prioritize tasks, attend meetings as assigned and handle interruptions professionally.
- Strong written and verbal communication with attention to clarity and professionalism.

- Flexible and responsive to changing priorities.
- Proficient with Microsoft Office Suite (o365), Adobe, and videoconferencing tools.
- Proficient with an Electronic Medical Record, preferably Telus Practice Solutions.
- Collaborative and proactive problem-solving skills.
- High level of integrity and discretion when handling sensitive information.
- Accuracy and meticulous attention to detail in document preparation, proofreading, scheduling, preparing minutes and data entry.
- Ability to build positive working relationships and work collaboratively with employees, physicians and external stakeholders

Education

- Diploma or degree in Office Administration, Business Administration, Health Informatics or a related field.
- Minimum 2 years of administrative experience, preferably in a healthcare or executive environment.
- Proficient with software (Microsoft Word, Excel, PowerPoint, Outlook, OneNote and Adobe) and office equipment (printer, scanner, fax, phone).
- Current Ontario Driver's License.

WORK ENVIRONMENT

TAFHT – Site

TAFHT will strive to provide well-lit, well-ventilated clinical areas that are furnished ergonomically. Personal office space may or may not be shared. The environment may vary depending on location. Ergonomics, health and safety of the employee will be an important consideration when the location is furnished and equipped. It may be required to bring some requisite equipment and supplies when reporting to work in these environments.

Other Locations

This position may require travel between multiple TAFHT sites. You may be temporarily assigned to work at a different site or required to attend meetings at various locations. In addition, travel within the community may be required for other business-related purposes, such as banking or administrative errands. All authorized travel related will be reimbursed in accordance with TAFHT policy.

Equipment Used

Computer, printer/scanner/fax, photocopier, telephone, AV Equipment including video projection unit, hand-held, various teaching aids.

Reporting Relationships

This position collaborates with the TAFHT leadership team, physicians and other TAFHT employees and members to provide efficient, appropriate primary care to TAFHT patients. Collaboration with other community health partners may be required.