



**OFFICE MANAGER**  
**Job Posting**  
**Concurrent Internal and External Job Posting**

**Position:** Office Manager, Non union  
**Reports to:** Director, Human Resources and Administration  
**Location:** 2131 Gottingen Street, Halifax NS  
**Salary Range:** \$45,000- \$55,000  
**Closes:** February 3, 2023

This is a full-time position with benefits and vacation. Salary is commensurate with experience and qualifications.

### **About NECHC**

The North End Community Health Centre (NECHC) is a non-profit organization established in 1971 in response to an absence of primary health care and other health services in Halifax's North End. Over the years, NECHC has grown to offer primary health care, pre and post-natal care, dental services, nutrition, social work, Mobile Outreach Street Health(MOSH), Housing First, outreach, and advocacy in an environment in which people are treated with respect and dignity and where there is equitable access to services and programs. As well, in the past year, it has branched out and begun managing housing programs for those most in need. NECHC is located in the diverse North End of Halifax, a community home to many social housing buildings, not-for-profit housing and co-ops. It also has a satellite office in North Dartmouth, the Overlook in Dartmouth and several houses in HRM.

### **Vision**

Strong community - healthy people.

### **Mission**

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

### **Values**

Respect. Community. Compassion. Excellence. Innovation

### **Diversity, Equity and Inclusion Commitment**

The North End Community Health Centre is committed to being an inclusive organization. To ensure our organization represents the diverse people and communities we serve, this position is designated, and therefore only applicants from the following groups will be considered: Indigenous Peoples and African Nova Scotians. If you are a member of one of the equity groups you are encouraged to self-identify in your covering letter or your resume and share your pronouns.

### **Job Purpose**

The Office Manager is a key member of the NECHC team and will be responsible for keeping the clinic office running smoothly and overseeing front desk administration staff. The successful candidate will be responsible for the management of the front desk reception staff as well as its effective operations, purchasing & procurement including but not limited to office supplies, and office moves.

## Priority Competencies

Project Management, Diversity & Difference, Team Leadership, Collaboration, Strategic Thinking, Values & Ethics

## Position Responsibilities

Key responsibilities for this position include the following, but are not limited to:

### Responsibilities

- Oversight and management of the front desk staff as well as ensuring front desk processes and procedures are efficient and effective
- Manage performance expectations for front desk staff and provide feedback, guidance and discipline as required
  - Manage and address any absence issues with the front desk staff
- Front desk schedule including the management of vacation and casual relief
- Ensures best practices in customer service and delivery as it relates to our organization
- Work with doctors, primary care manager, nurses and other staff to provide best practices with regards to wait times and call waiting times
- Responsible for the overall management and delivery of the Centre's purchasing & procurement processes, including but not limited to office supplies and equipment, and furniture as necessary. This includes but is not limited to
  - Primary Contact for cleaners and all maintenance issues for 2131 Gottingen
  - Ensuring phone/signage social media is updated when there is a closure
  - Ordering coffee and tea for all of NECHC
- Provide support to the Director, Primary Care, Manager of Primary Care and MOSH as required.
- Oversee Billings Clerk to ensure proper billing and MSI accountability,
- Maintains physical keys and ensure security of key masters
- Front desk administrative duties as required i.e. when front desk is short staffed
- Implements OHS policy procedures for the front desk, i.e. workplace needle stick injuries, etc.
- Engage front desk staff in OHS and other training as required
- Monitor for workplace hazards and takes actions to ensure deficiencies are eliminated
- Manages workplace fire drills and or education
- Punctuality and good attendance is required
- Other duties as assigned

### Leadership

- Due to the nature of the work for this position it is important to have good leadership skills. This position will ensure that staff have the ability to get their work done and therefore will be responsible for overseeing the business continuity plan in collaboration with the leadership team.

## Education and Experience

Our ideal candidate has progressive experience in a community centric medical clinic.as well as

- Post-secondary education in medical administration, management or a related area
- Completion of Grade 12 or equivalent.
- Minimum of three to five years office management experience, preferably in a medical environment

## Special Skills and Knowledge

- Ability to support concurrent projects, consulting internally and with community stakeholders
- Ability to build and foster collaborative relationships with internal staff and externally, with community partners and patients
- Excellent organizational skills and ability to meet deadlines in a fast-paced environment
- Excellent team building and group management skills
- Effective interpersonal skills, communication skills and presentation skills
- Well-developed decision making, analytical and problem solving skills
- Able to solve problems using a collaborative approach and foster team functioning
- Ability to effectively coach and mentor employees
- Able to work with minimal supervision and make independent decisions
- Values diversity with a commitment to equity, diversity and inclusion
- Understanding of the current and historic North End Halifax community

## How to Apply

Those interested in applying for this position should email a cover letter and resume to [employment@nehc.com](mailto:employment@nehc.com) by February 3, 2023. We thank all applicants for their interest, only those selected for an interview will be contacted.

Please note that a vulnerable sector criminal record check is required for all NEHC employees working directly with clients, participants and patients, however we acknowledge that criminalization occurs disproportionately in some communities more than others, and a clear record is not required. Any items that come up on such a record check will be discussed confidentially during hiring.

Furthermore, as of October 4, 2021, all new hires will be required to provide proof of full vaccination as a condition of employment.