



Norfolk Family Health Team

185 Robinson Street

Simcoe, ON N3Y 5L6

Phone: (519) 582-2323

EXTERNAL POSTING – Administrative Assistant 0.5 FTE/PPT 20 hours/week

Norfolk Family Health Team

About Us:

The Norfolk Family Health Team (NFHT) is a leading provider of high-quality health care and transformative support for individuals facing social, economic, and systemic barriers. Our services span primary care, chronic disease management, health promotion, mental health support, and social services.

Our interprofessional team includes family physicians, nurse practitioners, registered nurses, social workers, medical office assistants, a registered dietitian, occupational therapist, kinesiologist, and pharmacist.

We are currently seeking Casual Administrative Assistants (Medical Office Assistants) to join our team. The number of hours may vary from month to month based on operational needs.

What We Offer:

- Membership in the Healthcare of Ontario Pension Plan (HOOPP)
- Flexible work hours
- On-site free parking
- Team-building events
- Professional Development Opportunities
- Benefits

Role Overview:

As a key member of the administrative team, the Administrative Assistant (Casual) supports the daily clinical and administrative operations of the Norfolk Family Health Team. The successful candidate will work closely with clinicians, patients, and other staff to ensure efficient front-line service delivery and high-quality patient care. This includes reception duties, appointment scheduling, EMR documentation, and general office support. The role requires professionalism, attention to detail, and the ability to multitask in a fast-paced environment.

**Key Responsibilities:**

- Assist providers during consultations, procedures, treatment, and follow-up care
- Triage incoming calls for urgent appointments, referrals, testing, and pre-certification
- Operate medical equipment (e.g., autoclave, ultrasonic cleaner, blood pressure monitor, AC machine)
- Handle front-desk duties: answering phones, booking appointments, sending referrals and faxes, and notifying patients of appointments
- Accurately complete data entry, including scanning and managing incoming faxes
- Monitor and respond to physician messages
- Check and manage appointment cancellations
- Receive, record, and process payments; follow up on outstanding payments
- Maintain office supply inventory
- Follow established opening and closing procedures

Position Requirements:

- Medical Office Assistant Diploma or Office Administration Diploma
- Current CPR certification for Health Care Providers
- Commitment to best practices in patient-centered care
- Experience working within an interdisciplinary team
- Familiarity with rural medicine is an asset
- Exceptional documentation skills and attention to detail
- Positive and professional attitude
- Strong time management and prioritization skills
- Ability to work both independently and collaboratively
- Ability to work accurately under pressure and handle challenging situations calmly
- Punctuality, reliability, and excellent communication and customer service skills
- Knowledge of medical terminology and proficiency with Practice Solutions EMR is an asset

Application Instructions:

Please submit your resume and cover letter to:

Email: kelsey@norfolkfht.ca

Application Deadline: Friday, February 20, 2026, at 5:00 p.m.

Only those selected for an interview will be contacted.



Commitment to Equity:

The Norfolk Family Health Team is committed to employment equity, diversity, and creating a supportive work environment. We welcome applications from all qualified individuals, including women, Indigenous persons, visible minorities, persons with disabilities, and individuals of diverse gender identities and sexual orientations, in accordance with the Ontario Human Rights Code.

We offer accommodations during the recruitment process. If you are contacted regarding a job opportunity, please advise if you require any accommodations.