



Job Title: Care Coordinator for Monarch Centre for Newborn & Maternal Health

About the Monarch Centre: Monarch Centre provides a safe and secure transition for families following the birth of their child, with specialized and timely care. With a team of family physicians, nurses, and lactation consultants, Monarch Centre provides a range of health care services to families in the postpartum period.

Job Description: As the first point of contact for Monarch Centre patients and community partners, the Care Coordinator helps to ensure a high level of health care to newborns and postpartum families. The Care Coordinator works in collaboration with medical staff to manage the high volume of patient referrals, oversee patient and clinic flow, assist with patient care, and carry out administrative tasks. The role is ideal for individuals with an interest in healthcare services, who would be comfortable in a fast-paced clinic and working closely with clinic management and our hospital partners.

We are currently recruiting for full-time and part-time Care Coordinators, for a combination of in-person and virtual work. Clinic hours are 8:00am-4:00pm; weekend availability is required.

Responsibilities:

Patient-Care

- Act as first point-of-contact for clinic patients; communicate follow-up care or discharge plan to all patients
- Receive and track referrals, schedule patient appointments
- Exercise judgment in triaging patient referrals; communicate urgent concerns to the medical team
- Prepare and maintain patient medical records
- Arrange lab specimen transport; track and record lab results

Administrative

- Support overall clinic operations
- Reconcile billing and invoices
- Manage equipment rentals and sales
- Sterilize medical equipment, clean and stock rooms
- Respond to patient/public inquiries by phone and email

Requirements:

- High level of interpersonal skills; ability to communicate effectively
- Ability to problem-solve and respond to evolving and competing clinic needs
- Experience using a variety of computer software
- Experience with electronic medical records is beneficial
- Eagerness to learn and apply new skills; experience in medical clinic setting is beneficial but not essential
- Experience and/or desire to work with newborn and postpartum populations
- Ability to multitask in a high pressure environment
- Bilingual in English and French

How to Apply: Please send a resume and brief cover letter to HR@monarchcentre.ca