



Supervisor, Clinic Support, Medicine Services - 1 position	Posting #: 54647
Medicine Services	Posting Date: March 19, 2025
St. Joseph's Hospital - London, ON	Submission Deadline: March 25, 2025
Full Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$40.00 - \$47.08 /hour

As the Supervisor, Clinic Support with the Medicine Services program, you will be providing expertise and support to the clinical and clerical teams within Medicine Services in order to facilitate the delivery of excellent care to our patients, clients and families. You will offer support to facilitate the day-to-day activities and operations within Medicine Services programs, specifically, assisting with projects; process improvement activities; workflow improvement activities and act as a key support to coordinators and staff. You will assist with the onboarding and orientation of new staff and liaise with leadership and the scheduling team for problem solving and supporting coverage.

Essential Qualifications

- Bachelor's Degree in Business Administration or a related field
- 5 years of experience in a clinical or medical office setting
- Experience with Electronic Medical Record (EMR) and technology interfaces
- Excellent interpersonal, organizational and written and oral communication skills
- Expertise in customer service and client relations
- Undertakes personal accountability and shows initiative
- Excellent project management, problem solving and prioritization skills
- Ability to write standards of work and flow chart work processes, establish work priorities, and ensure deadlines are met
- Experience dealing with conflict in the workplace and the ability to diffuse confrontational situations or to redirect inquiries to appropriate resources to ensure resolution of issue
- Ability to support and develop diverse teams
- Knowledge of Microsoft 365, enterprise and subject matter software, and technology devices
- Knowledge of health care and organizational/office practices, procedures and standards
- Demonstrated ability to work under pressure in a fast-paced environment.
- Demonstrated ability to offer and receive constructive feedback with fellow team members.
- Demonstrated self-awareness and an understanding of personal strengths and weaknesses in pursuit of continuous improvement
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Ability and commitment to act as a supervisor under OHSA

Preferred Qualifications

- Proficiency in French would be an asset

Teaching and Research

- St Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps, rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*