



Clinic Clerk, Medicine Services - 1 position	Posting #: 55016
Medicine Services	Posting Date: May 16, 2025
St. Joseph's Hospital - London, ON	Submission Deadline: May 22, 2025
Full Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$26.68 - \$31.37 /hour

St. Joseph's Health Care London's Trauma and Violence Specialized Primary Care Program is a newly launched, interdisciplinary initiative designed to meet the unique health and social needs of individuals who have experienced interpersonal, structural, and systemic violence. A key priority is supporting survivors of gender-based violence (GBV) within a care model that centers safety, trust, and equity. By integrating primary care, mental health, and social supports, the program offers low-barrier, trauma-and-violence-informed environment where healing, dignity, and connection are foundational. Quality improvement, evaluation, and research are embedded to ensure services remain responsive, evidence-based, and accountable.

The Trauma and Violence Specialized Primary Care Program is seeking a Clinic Clerk to play a vital role in ensuring a welcoming, safe, and organized clinical environment for clients and staff. As the first point of contact for many patients, the Clinic Clerk will bring compassion, discretion, and cultural safety to every interaction. Working closely with clinical and administrative team members, this role involves scheduling, registration, coordination of client flow, turn-over and rooming of patients, and general administrative support, all within a trauma-and-violence-informed framework. This is a meaningful opportunity to contribute to an innovative, client-centered program that serves individuals impacted by gender-based violence, trauma, and systemic inequities.

Essential Qualifications

- Secondary (High) School Diploma
- Medical Office Administration certificate program
- Minimum 2 years of clerical experience in a clinical or front-line administrative role,
- Demonstrated ability to work respectfully with individuals who have experienced trauma, gender-based violence, and systemic marginalization
- Knowledge of trauma-and violence-informed practice, confidentiality, and culturally safe care.
- Proficiency with electronic medical records (EMR), scheduling systems, and Microsoft Office tools, including MS Teams
- MS Office - Intermediate skill level required in Word and Basic skill level required in Excel
- Knowledge of a safety culture in a health care setting in compliance with the Occupational Health & Safety Act (OHSA)
- Accurate keyboarding and spelling skills with 40 WPM
- Ability to manage multiple priorities with compassion, accuracy, and calm under pressure
- Strong interpersonal, communication and organizational skills with a demonstrated patient centred focus
- Demonstrated ability to work effectively in a team environment with frequent interruptions
- Knowledge of patient confidentiality/ privacy
- Experience effectively mentoring and supporting Medical Office Administration program students

Preferred Qualifications

- Proficiency in French would be an asset
- Graduate of a recognized Medical Office Administration diploma program
- Graduate of a social studies degree program
- Previous experience in a primary care clinic, mental health or community health setting

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.*