



Clinic Clerk, Pain Management - 1 position	Posting #: 55430
Pain Management	Posting Date: August 21, 2025
St. Joseph's Hospital - London, ON	Submission Deadline: August 27, 2025
Full Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$26.68 - \$31.37 /hour

St. Joseph's Hospital continues to expand its role in the treatment of complex medical and chronic disease, illness prevention, research and education. Our ambulatory medicine teams specialize in the treatment of complex medical and chronic disease conditions with the goal of assisting individuals to reach optimal health and well-being. Our Comprehensive Pain Program is based on a patient self-management model of care and the interdisciplinary team works together to provide patients with comprehensive assessments, diagnosis, treatment modalities, and self-management strategies. A challenging opportunity exists for a self-directed and innovative professional to provide support to this dynamic program. As part of this team, the Clinic Clerk facilitates the smooth operation of the unit/clinic by providing patient reception/registration services and clerical support.

Essential Qualifications

- Secondary (High) School Diploma
- Medical Office Administrative certificate program
- 2 years clerical experience in medical office/clinic setting and using email system
- Knowledge of a safety culture in a health care setting in compliance with the Occupational Health & Safety Act (OHSA)
- MS Office - Intermediate skill level required in Word, Basic skill level required in Excel and familiarity with Outlook 365
- Accurate keyboarding and spelling skills
- Excellent organization and time management skills with the ability to prioritize workload in a busy clinical environment
- Strong interpersonal and communication skills with a demonstrated patient/customer service focus
- Demonstrates a professional and positive and professional attitude toward supporting internal and external customers
- Demonstrated ability to work effectively in a team environment with frequent interruptions
- Knowledge of Cerner patient care systems with Power Chart
- Knowledge of patient confidentiality/ privacy

Preferred Qualifications

- Proficiency in French would be an asset
- Graduate of a recognized Medical Office Administration diploma program
- Basic understanding of scheduling virtual care appointments using Webex.

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.