



Med. Affairs Credentialing Associate - 1 position	Posting #: 55464
Medical Affairs Credentialing	Posting Date: August 22, 2025
St. Joseph's Hospital - London, ON	Submission Deadline: August 28, 2025
Temporary Full Time	Andrew Harriman-Duke, Human Resources
Non-Union	Salary Range: \$37.77 - \$44.42 /hour

Temporary assignment anticipated to extend to July 12, 2027, subject to the availability of work

Medical Affairs is responsible for the administrative oversight of the Credentialed Professional Staff (physicians, dentists, and nurses in the extended class) and acts as a professional affairs body and strategic partner to these stakeholders and the organization. We are currently seeking a highly motivated individual to join the Medical Affairs Team for an 18-month contract to provide support and service to our credentialed staff and medical leadership at St. Joseph's Health Care London.

Reporting to the Manager, Medical Affairs & Credentialing, the Medical Affairs Credentialing Associate has direct responsibility for the credentialing and onboarding activities of all our Credentialed Professional Staff across St. Joseph's Health Care London inclusive of initial appointments, annual re-appointments, cross-appointments and advising on such, and other responsibilities as required. The successful candidate will liaise with and support St. Joseph's Credentialed Professional Staff and medical leadership while facilitating administrative processes in the Medical Affairs department. If you are someone who thrives in an environment of exciting change, has strong interpersonal skills and is willing to take on new challenges, this is the role you've been looking for.

#### KEY DUTIES AND RESPONSIBILITIES

- Responsible for the coordination of credentialing application processes for Credentialed Professional Staff, and supports the initial and reappointment processes for Credentialed Professional Staff which includes ensuring all credentialing activities conform to the Public Hospitals Act (PHA) and the St. Joseph's Credentialed Professional Staff By-laws and Rules;
- Ensures all Credentialed Professional Staff are properly verified, licensed and certified and are not in violation of any professional conduct requirements;
- Responsible for ensuring accuracy and completeness of applications with legitimate documentation are reviewed with the Manager before presented at the monthly Credentials Committee and the Medical Advisory Committee meetings;
- Liaises with the respective regulatory professional College (Physicians, Dentists, or Nursing) to ensure no outstanding professional conduct complaints appear on an applicant's record and obtain documentation pertaining to existing complaints, as well as hospital departments ensuring effective and professional communication and guidance.;
- Under the guidance of the Medical Affairs & Credentialing Manager, implement continuous quality improvements and efficiencies and communication plans;
- Support the development of formal reports and communications to the Credentialed Professional Staff, Credentials Committee, and Medical Advisory Committee as required;
- Works collaboratively with internal team members, as well as staff from Western University, and London Health Sciences Centre to establish integrated workflow processes.

#### Essential Qualifications

- College Diploma in Office/Medical Administration, Health discipline, Business or Human Resources
- 3-5 years of related experience
- Knowledge of College of Physician & Surgeons of Ontario (CPSO) and other regulatory college licensing requirements (dentists, midwives, nurses)

- Knowledge and experience interpreting privileged staff-related legislation including the Public Hospitals Act, Regulated Health Professions Act
- Knowledge and experience with application tracking systems, CMaRS or experience with human resources information systems and applicant flow tracking systems
- Knowledge and experience interpreting privileged staff-related legislation including the Public Hospitals Act, Regulated Health Professions Act
- Privileged staff recruitment experience in a hospital (large, academic, and/or community hospital preferred)
- Advanced Microsoft Office Suite, database management, website management and computer skills
- Demonstrates excellent work performance and attendance record
- Strong interpersonal and communication skills with the ability to work as a team player and a willingness to learn
- Demonstrated ability to maintain confidentiality of privileged staff personal data
- Strong attention to detail and accuracy of documentation with strong competency in process management
- Excellent customer service and customer relationship management skills
- Must have well-developed organizational and time management skills with excellent attention to detail and accuracy
- Knowledge of credentialing processes, by-laws, and regulations as per the PHA
- Well-developed negotiation and conflict management/resolution skills
- Ability to establish effective working relationships, both external and internal as well across various leadership levels
- Ability to handle competing priorities and maintain organization of workflows to ensure deadlines achieved
- Prior experience coordinating, supporting Committees or groups as well as creating meeting minutes and other documentation
- Demonstrated ability to maintain a fast work pace and manage multiple priorities with strict deadlines while maintaining a positive attitude
- Governance or medical legal knowledge (asset)
- Required ability to travel and work flexible hours as needed
- Proficiency in French would be an asset

*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.*