



Clinic Clerk, Roth McFarlane - Hand and Upper Limb Centre - Posting #: 55648
1 position

Roth McFarlane - Hand and Upper Limb Centre

Posting Date: October 01, 2025

St. Joseph's Hospital - London, ON

Submission Deadline: October 07, 2025

Full Time

Wade Baillie, Human Resources

Non-Union

Salary Range: \$26.68 - \$31.37 /hour

An exciting opportunity exists for a full-time registration clerk to support the Roth McFarlane Hand and Upper Limb Clinic and its supporting clinics. This includes HULC, the Outpatient Therapy department and the WSIB Specialty Clinic as at St. Joseph's hospital

Roth McFarlane Hand and Upper Limb Centre is a respected, world renowned centre of excellence in education, research, and the diagnosis, care and treatment of patients with complex conditions affecting hands, wrists, elbows and shoulders, complex wound care and numerous other conditions requiring specialized care.

The clinic is fast paced with high patient volumes, supporting the practice of 11 surgeons. The individual's primary role is to convey a sincere, caring and professional attitude towards patients, family members while registering and occasionally scheduling patients into the electronic patient record computer system (Cerner). The registration clerk also communicates and works collaboratively with the HULC team, which includes the physician secretaries, nurses and research team to help as needed, and support the activities associated with the patient's clinic visit.

Lastly, with the support of the clerical team, the individual would be the key contact and resource person to assist with continuous quality improvement initiatives, clinic process changes and improvements.

Essential Qualifications

- Secondary (High) School Diploma
- Graduate of a recognized Office Administration certificate program
- Demonstrated computer experience with an intermediate level of knowledge in Microsoft Word, basic level of knowledge in Microsoft Excel, along with experience with Microsoft Outlook and Office suite
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Accurate keyboarding and spelling skills
- Strong interpersonal skills with a proven track record of engaging and supporting patients and their families in a clinic setting as well as professional attitude towards assisting internal and/or external customers
- Demonstrated ability to work effectively in a team environment with frequent interruptions
- Demonstrated ability to multi task, maintain composure and professionalism when working in fast paced or challenging situations
- Ability to communicate effectively and build/maintain effective professional working relationships
- Demonstrates initiative and ability to support/influence change in the clinic
- Excellent organizational and problem solving skills with the ability to establish and balance competing priorities in a challenging and changing work environment

Preferred Qualifications

- Experience with Cerner patient care systems and with Power Chart
- Minimum 2 years clerical experience in a medical office or clinic setting

- Dictation experience in the last 3 years

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.*