



Clinical Support Clerk, Veterans Care Program - 1 position	Posting #: 56363
Veterans Care Program	Posting Date: March 12, 2026
Parkwood Institute Main - London, ON	Submission Deadline: March 18, 2026
Temporary Full Time	Stacy Kearns, Human Resources
Non-Union	Salary Range: \$29.11 - \$34.23 /hour

This is a temporary full-time position that is expected to extend until December 18, 2026, and is subject to the availability of work.

The Operational Stress Injury Clinic is part of a larger network of clinics across Canada and is designed to provide ambulatory services to veterans, members of the Canadian Forces and the RCMP experiencing psychological difficulties as a result of traumatic stress injuries. This position is located at the Parkwood site however some limited travel to the Greater Toronto office may occasionally be required.

The Clinical Support Clerk supports the interdisciplinary team as well as facilitates services to clients. Key functions include client reception and scheduling, including WebEx virtual care appointments, file and health record management, data collection and entry, as well as frequent communication with OSI clinicians as well as referring agencies.

#### Essential Qualifications

- Secondary (High) School Diploma
- Graduate of a recognized medical secretarial or medical office assistant certificate program
- Demonstrated computer skills with email software programs and the Internet as well as an intermediate level of knowledge of Microsoft Word and Excel
- Knowledge or experience in using virtual platforms such as MS Teams or Webex
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Accuracy in typing and transcription skills
- Strong interpersonal skills with a sound client focus and ability to effectively manage challenging customer situations with compassion
- Demonstrated understanding of the principles of privacy and confidentiality
- Excellent organizational, communication and problem-solving skills
- Detail-oriented with the ability to establish and balance competing priorities in a challenging and changing work environment
- Ability to work independently as well as in a team setting

#### Preferred Qualifications

- Proficiency in French would be an asset
- Minimum of 2 years recent and related experience in an ambulatory or clinic setting
- Previous experience working in an environment providing service to clients with mental health problems

#### 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.*