



Clinical Support Clerk, Medically Complex Service - 1 position	Posting #: 56386
Medically Complex Service	Posting Date: March 17, 2026
Parkwood Institute Main - London, ON	Submission Deadline: March 23, 2026
Full Time	Bradley Dudley, Human Resources
Non-Union	Salary Range: \$29.11 - \$34.23 /hour

The Medically Complex Service provides care to patients who require ongoing medical management as well as rehabilitation following a major medical event, accident or illness. We provide support to individuals with a range of chronic complex conditions including designated beds for patient's requiring chronic ventilator support. The goal of the Complex Care unit is to return individuals to the community, either to their home or to a long-term care setting.

The Clinical Support Clerk is an integral part of the Medically Complex Service. The role includes scheduling of staff members in a unionized environment, booking transportation for appointments and providing administrative support to the interprofessional team.

Essential Qualifications

- Secondary (High) School Diploma
- Graduate of a recognized medical secretarial certificate program
- Previous experience scheduling staff and working with payroll systems
- Experience in a healthcare environment
- Demonstrated computer skills with Outlook and MS Office Suite, including an intermediate level of knowledge of Word and basic Excel
- 40 wpm typing speed
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Excellent communication skills, both written and verbal as well as excellent grammar, spelling, proofreading and composition skills
- Strong interpersonal skills with a demonstrated customer focus to assist internal and external customers
- Excellent organization and time management skills to effectively provide support to all team members
- Ability to work independently as well as on a team
- Ability to prioritize multiple demands
- Detail oriented
- Strong knowledge of medical terminology

Preferred Qualifications

- Proficiency in French would be an asset.
- Previous experience using a computerized scheduling system, e.g. Workbrain

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.*