

Occupational Research Response – OFFICE/CLERICAL WORK

Please refer to current postings located on our website at www.stegh.on.ca for role specific educational requirements and listing of skills and qualifications.

Source of Information:	St. Thomas Elgin General Hospital. Diane Love, Human Resources Generalist
Education Required <i>(Recommended Schools or Courses)</i>	For select office positions: Office Administration Program (Medical) required or equivalent experience. For Ward Clerk positions: Health Care Office Assistant certificate preferred. Medical Terminology courses are often required or preferred for vacancies supporting clinical areas and for select positions in Central Registry, Health Records, etc.
Skills/Qualifications Required to be hired	Computer expertise (Microsoft Office Suite – particularly Word and Excel) and for select positions, Electronic Patient Record experience Demonstrated effective communication and interpersonal skills Proven ability to work with minimal supervision, utilizing effective organizational skills in a changing environment Proven dependable performance and attendance record Proven customer service skills
Ongoing learning, training/upgrading required after hired	Educational assistance provided for successful candidates based on role specific requirements. Bursary applications area also available to all staff. Completion of individual learning plan and all hospital-wide learning requirements required on an annual basis eg. WHMIS, Safety, Privacy, etc.
Experience and Background Required	Hospital or health care related experience preferred
Working Conditions <i>(Pro's and Con's)</i>	Value-driven work environment, committed to patient-centred care and individual and organization-wide continuous quality improvement. Work environment is safety conscious and supportive of work/life balance. Opportunity to join our team and contribute to our vision to be the best community hospital in Ontario. Shift work, unionized environment.
Hours of Work	24/7 operation. Must be available to work all shifts including weekends and

<i>(days, weekends, shifts)</i>	statutory holidays
Wage/Salary Range	Non-Union positions are paid within salary ranges reviewed on a regular basis for internal and external equity purposes.
Future Outlook & Current Trends	Hospital future outlook is difficult to predict based on reliance on Ministry funding, etc. Currently hiring rate is steady to replace turnover, retirements, etc.
Other Information	<p>Q: Do you anticipate hiring people with these skills in the next 6-12 months?</p> <p>A: Unknown at this time</p> <p>Q: Are you having any difficulty finding people to fill these positions?</p> <p>A: No.</p>