

Brentwood Recovery Home

JOB POSTING

JOB TITLE:	Medical Clerk	DATE PREPARED: September 22, 2026
DEPARTMENT:	Medical	EMPLOYMENT STATUS: Full-Time
REPORTS TO:	Manager of Clinical Services & Quality	

POSITION SUMMARY

Reporting to the Manager of Clinical Services & Quality, the Medical Clerk provides administrative support to the Medical Department, including client records, appointments, departmental documentation, communication and other administrative processes. The position works collaboratively with the interdisciplinary team to support efficient, coordinated and client-centred services.

ORGANIZATIONAL RESPONSIBILITIES:

As a member of the Brentwood Recovery Home team, the Medical Clerk is expected to:

- Demonstrate Brentwood's mission, values and organizational expectations.
- Maintain professional, respectful and appropriate relationships with clients, colleagues and community partners.
- Protect the privacy and confidentiality of client and organizational information and access personal health information only for authorized work purposes.
- Comply with Brentwood policies, procedures and health and safety requirements.
- Promote an inclusive, trauma-informed, stigma-free and client-centered environment.
- Participate in required meetings, training, quality improvement and organizational activities.

KEY RESPONSIBILITIES:

The Medical Clerk is responsible for:

- Providing day-to-day administrative and clerical support to the Medical Department.
- Entering and maintaining accurate client information related to admissions, transfers/rollovers and discharges.
- Establishing, maintaining, organizing and archiving client medical records and departmental documentation.
- Coordinating and scheduling physician and other medical appointments.
- Monitoring Medical Department communications and appropriately responding, forwarding or escalating information.
- Preparing medical forms, correspondence, distribution sheets, client completion/discharge documentation and other departmental materials.
- Preparing and distributing Personal Needs Allowance funds and maintaining required supporting documentation.
- Maintaining departmental calendars, forms, tracking systems and administrative resources.
- Communicating and collaborating with clients, staff, healthcare providers, pharmacies and community partners within the scope of the position.
- Directing clinical questions or concerns to the appropriate regulated healthcare professional or supervisor.
- Supporting the collection and compilation of departmental statistics and preparation of reports as required.
- Support chart audits, accreditation, quality-improvement and other departmental monitoring activities as required.

- Participating in required departmental and organizational meetings, education and training.
- Performing other related duties reasonably assigned and consistent with the scope of the position.

QUALIFICATIONS

Education & Experience

- Diploma or certificate in Medical Office Administration, Health Services Administration, Office Administration or a related field is preferred. An equivalent combination of education and experience may be considered.
- One to three years of administrative experience in healthcare, mental health, addiction, social services or a related environment is preferred.
- Experience working with confidential client information and interdisciplinary teams is an asset.

Knowledge & Skills

- Strong administrative, organizational and time-management skills with excellent attention to detail.
- Proficiency with Microsoft Office, electronic information systems, data entry and document management.
- Ability to prioritize competing responsibilities, work independently and collaborate within an interdisciplinary team.
- Demonstrated initiative, sound judgment and problem-solving skills.
- Ability to work respectfully with individuals from diverse backgrounds and with lived/living experience.
- Experience or knowledge related to mental health, substance use or residential treatment is an asset.
- Bilingualism in French and English is an asset.

CORE COMPETENCIES

- Communication
- Teamwork and Collaboration
- Reliability and Accountability
- Professional Conduct
- Role-Specific Knowledge and Skills
- Initiative and Problem Solving

WORKING CONDITIONS

The position operates within an administrative healthcare environment and requires regular use of electronic systems, management of confidential information and the ability to respond effectively to competing priorities and time-sensitive requests.

COMPENSATION AND SCHEDULE

- Permanent, full-time (37.5 hours weekly), salaried position
- Health and dental benefits
- Employer-matched pension plan
- Generous vacation and personal days
- Annual salary range - \$37,128 - \$44,538
- Police clearance with vulnerable sector check required

HOW TO APPLY

Resume may be submitted directly online or by email to Brentwood HR at rrobinet@brentwoodrecovery.com. Posting is open until end of business on Friday, October 2, 2026. Only candidates selected for interviews will be contacted.

Please mark in the subject line “Posting # 19-2026”