

POSITION DESCRIPTION

Position Title:	Ward Clerk
Business Unit/Department:	Soft Services
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Ward Clerk Coordinators
Direct Reports:	N/A
Date Prepared/Updated:	15/01/2025

Position Purpose

The Ward Clerk is responsible for providing high quality administrative support to health professionals and deliver professional and caring customer-focussed service to patients, family and visitors.

Ward Clerks perform a range of administrative and receptionist duties including (but not limited to) entering and maintaining patient information and records, updating databases, answer phones, admitting and discharge patients, and general administrative tasks.

Clerks are often the first point of contact for patients, families and visitors and as such are instrumental in establishing positive experiences with healthcare.

Business Unit Overview

The Clerical Workforce is part of the Health Support Services (HSS) Division, which provides high quality non-clinical support services to Western Health. In addition to clerical support, HSS includes cleaning and environment services, internal and external patient and equipment transfers, food services, engineering, security, sustainability, linen and waste management.

Key Responsibilities

Key responsibilities include (but are not limited to):

Customer Service

- Provide exceptional customer service to patients and their loved ones.
- Answer general enquiries and assist patients and families with navigating the hospital
- Answer and action internal and external phone calls
- Attend to patient enquiries within scope and skill of role
- Foster a supportive team environment

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Administration

- Check and update patient details
- Admit, transfer and discharge patients in a timely manner
- Book patient transport when requested
- Book outpatient appointments as required
- Organise interpreters
- Send pages to internal staff
- Maintain and process patient records appropriately
- Ensure relevant systems and databases are accurately maintained
- Undertake clerical duties as designated by the Clerical Coordinator or other senior staff and within scope and skill of this role
- Provide general administrative tasks such as printing, filing, faxing, photocopying and typing in a timely and efficient manner

General

- Work within the scope and skills of the role
- Speak and behave in a professional, polite and respectful way with staff, patients, carers, families, volunteers and visitors.
- Work together with nurses, doctors, allied health staff, and support teams to provide high-quality and timely patient care.
- Meet the performance targets set for your role.
- Always make sure data is accurate and handled properly.
- Help train and support other team members when needed.
- Participate in departmental or organisational quality and educational activities (as required)
- Promote and contribute to a culture of continuous improvement
- Undertake clerical duties in all areas and campuses of Western Health as required
- Undertake training of new and existing employees as required

Support a Positive Workplace Environment

All new employees commit to the following values and behaviours to contribute to a compassionate and respectful culture:

- I bring a positive and respectful attitude to work.
- I actively listen to understand others and make better decisions.
- I give others the benefit of the doubt, believing they are doing the best they can today.
- I take responsibility for my behaviour and its impact on others.
- I am inclusive and value diversity.
- I ensure Western Health is a safe space for all.
- I do not judge others.
- I offer sympathy and compassion for those experiencing difficulties.
- I speak up if something is not right.
- I recognise and value the many different roles that contribute to patient care.
- I am curious and always seeking ways to learn and improve.
- I am honest in all my interactions.
- I practice kindness, patience, compassion, and sympathy.
- I aim to be the reason someone feels welcomed, seen, heard, valued, and supported.
- I stay calm and respectful, even under pressure.
- I celebrate the achievements and efforts of others.
- I respect the privacy and dignity of every person.
- I am adaptable and open to change.
- I collaborate openly, valuing teamwork over personal recognition.
- I take pride in delivering high-quality work, even in the small things.
- I support a workplace where everyone feels safe to express their ideas and concerns.
- I show gratitude and appreciation to those around me.
- I mentor and encourage others to grow whenever I can.

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In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Clerical Coordinators
- Manager- Clerical Workforce
- Operations Manager – Clerical Workforce
- Allocators
- Nurse Unit Manager
- Nursing, medical, clerical and ancillary staff
- After Hours Administrator
- Health Information Services
- Security Services

External:

- Patients, carers, families
- Visitors
- Ambulance Victoria/Patient Transport Providers
- Victorian Police
- Other Health Organisations
- Community Services Providers

Selection Criteria

Essential:

- Highly developed customer service skills
- Effective and professional communication and interpersonal skills
- Concise written and verbal communication skills
- High levels of comfort with use of software/ICT applications including the Microsoft Office suite of applications.
- Demonstrated ability to multi-task and prioritise duties
- Excellent computer and keyboard skills
- Flexibility in working hours (including working morning, afternoon, weekends, and overnight)
- Ability to take initiative and adapt to change
- Demonstrated ability to work effectively as part of a team
- Demonstrated ability to prioritise and manage under pressure
- Willing and able to work across all Western Health campuses as required

Desirable:

- Demonstrated knowledge of medical terminology
- Knowledge of IPM, EMR and/or BOSSnet software systems (Clerical staff will be provided with training in relevant programs and processes)
- Previous experience in a similar role

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.

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- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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