

POSITION DESCRIPTION

Position Title:	Ward Clerk
Business Unit/Department:	Health Support Services
Division:	Operations
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021-2025
Classification:	HS1
Reports To:	Health Support Services Ward Clerk Coordinator
Direct Reports:	Nil
Date Prepared/Updated:	25/08/23

Position Purpose

The Ward or ED 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. Clerks perform administrative and receptionist duties including entering and maintaining patient information and records, updating databases, answer phones, admitting and discharge patients, and general administrative tasks.

Business Unit Overview

Health Support Services assists the continuum of care of patients (as well as their carer's and visitors) by providing high quality non clinical support services to Western Health which includes cleaning, internal and external patient and equipment transfers, food services, ward & emergency department clerical support, engineering, security, linen and waste management.

Key Responsibilities

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Key responsibilities include (but are not limited to):

- Professional, courteous and considerate communication with staff, patients, carers, families, and visitors
- Ensure relevant systems and databases are accurately maintained
- Admit, transfer and discharge patients in a timely manner
- Maintain and process patient records appropriately
- Undertake clerical duties as designated by the Clerical Co-ordinator or other senior staff
- Provide general administrative tasks such as printing, filing, faxing, photocopying and typing in a timely and efficient manner
- Book patient transport when requested
- Book outpatient appointments as required
- Organise interpreters
- Answer and re-direct phone calls
- Send pages to internal staff
- Work collaboratively with nursing, medical, allied health and other support services to provide quality and timely patient care
- Meet performance KPIs
- Adhere to data integrity principles at all times
- Provide training and assist other team members in the workplace as required
- Participate in departmental or organisational quality and educational activities as required
- Work within the scope of the role
- Promote and contribute to a culture of continuous improvement
- Promote and maintain a “customer” focussed service
- Foster a supportive team environment

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 Coordinator
- Clerical Manager
- 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

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<ul style="list-style-type: none"> • 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
Desirable <ul style="list-style-type: none"> • 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
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Comply with Western Health clinical and administrative policies and guidelines • 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, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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 <p>Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</p> <p>Prior to employment, all employees are required to provide the following:</p> <ul style="list-style-type: none"> • A police / criminal history check • A working with children check (if requested) • An Immunisation Health Clearance • Report any criminal charges or convictions you receive during the course of your employment
General Information
<ul style="list-style-type: none"> • 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 • 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

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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: [Click here to enter the Employee's name.](#)

[Click here](#) Employee's Signature: [Date: to enter a](#)

[date.](#)

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