

# Western District Health Service

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**Position:** Ward Clerk – Aged Care  
**Classification:** GD 2  
**Reports To:** Unit Manger  
**Hours of Duty:** 40 hours per week  
**Award and Conditions:** Health and Allied Services  
**Minimum Qualifications:**  
Academic: Year 11

Other:

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## **PRIMARY OBJECTIVES:**

- Contribute to the delivery of aged care services at the Western District Health Service Residential Care Service by:
  - Providing clerical and secretarial services for residential care service
  - Providing effective communication systems between the residential aged care service and other hospital departments and external agencies associated with service delivery

## **ACCOUNTABILITIES**

Contributes to the goals and objectives of the residential aged care service by:

- being conversant with the aged care service's philosophies and objectives
- maintaining a courteous and professional attitude at all times when dealing with residents, families, visitors and health professionals

Contributes to the effective provision of a high quality service by:

- providing clerical and secretarial services as required
- participation as an effective team member
- maintaining a high level of standard and skills in all aspects of work
- by anticipating and embracing changes in relation to practice, technology and systems

## **DUTIES AND RESPONSIBILITIES:**

- Provide support for families, staff and all members of health care team
- Communicate effectively in all areas with all staff and members of the public
- Utilise telephone skills and ensure messages are delivered
- Utilise his/her computing skills with direct reference to Nurse Unit Manager
- Liaise effectively with other departments as required
- Collate and input data into AIM Financial Management System and Payglobal Rostering System.
- Participate in information technology training, utilizing Information Systems training sessions
- Maintain Patient Trust Accounts
- Complete clerical duties as required including filing, typing, minute taking
- Prepare stores and requisitions for all residential aged care facilities requirements
- Deliver all mail and flowers as required
- Report difficulties and faults with issues/equipment to the Unit Manager

- Assist with all maintenance requests as directed by Nurse Unit Manager
- Admission/discharge/transfer of residents:
  - Prepare all documentation required
- Other clerical duties as required

**Personal:**

- Have the ability to deal with and assist people with varied needs
- Respect residents confidentiality and dignity
- Conversant with hospital policies and procedures
- Attend fire and evacuation education annually
- Attend non-nursing CPR training annually
- Participate in staff/quality meetings as appropriate
- Be involved in professional development and undergo an annual performance appraisal
- Be a strong team member

**KEY INTERFACES:** Positions (other than subordinates and immediate superiors) with which the person needs to develop an effective working relationship in order to achieve the purpose of the position.

Manager Aged Care Services	Support and facilitate Manager Aged Care Services role & function
Aged Quality Co-ordinator	Collection & analysis of data
Nursing Staff	Day to day ancillary support in relation to clerical and reception duties
Finance Dept	Complete financial requirements
Information Technology	Manage all resident medical records
Medical Staff	Provide ward clerk support to visiting medical staff

**Duties of Employees**

- Carry out their duties in a manner which does not adversely affect their own health and safety, or that of others
- Cooperate with measures introduced in the interest of health & safety and infection control
- Undertake any training provided in relation to occupational health and safety and infection control
- Immediately report all matters that may affect workplace health and safety, to their superior
- Correctly use any information, training, personal protective equipment and safety equipment provided
- Refrain from recklessly or wilfully interfering with anything that has been provided for health & safety reasons
- Work within the policies, procedures and guidelines of the Western District Health Service

<b>APPROVALS</b>	<b>Sign</b>	<b>Date</b>
<b>Divisional Head:</b>		
<b>Department Head:</b>		
<b>Employee:</b>		

<b>Position code:</b> Human Resources Department use only	
<b>Date Revised:</b> Human Resources Department use only	

**When revised please forward electronic copy to:**  
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