

Western District Health Service

Position: Ward Clerk

Classification:

Reports To: Director of Nursing through the Unit Manager

Award and Conditions: Health & Allied Services Award

Minimum Qualifications:

Year 11

PRIMARY OBJECTIVES:

- To provide clerical support and contribute to optimum patient information management
- Provide support and assistance to the Nurse Unit Manager and clinical team
- To provide customer centred service to patients, staff and members of the public
- To perform duties in a highly professional and confidential manner

ACCOUNTABILITIES:

Contributes to the goals and objectives of the ward / department by:

- being conversant with the service's philosophies and objectives
- maintaining a courteous and professional attitude at all times when dealing with clients, relatives, visitors, and all members of staff

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

- providing clerical and secretarial services as required
- participating 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:

PERSONAL AND PROFESSIONAL DEVELOPMENT

- Demonstrates excellent interpersonal skills
- Demonstrates sound attention to detail in work practices
- Displays awareness that all information is to be handled in the strictest confidence and according to hospital policy
- Demonstrates proficiency in communication- verbally, electronically and in writing
- Displays an ability to work independently and as part of the team
- Demonstrates competency and professionalism at all times in the performance of clerical and administrative functions
- Displays commitment to ongoing learning and sharing of knowledge

CUSTOMER SERVICE

- Provides professional administrative and receptionist support
- Acts in a professional manner at all times and when dealing with internal and external clients
- Arranges appointments for patients
- Displays professional telephone etiquette when dealing with internal and external customers
- Positively promotes the organisation both internally and externally
- Provides prompt and courteous service to clients, visitors and members of staff

ADMINISTRATION AND DOCUMENTATION

- Supports the clinical team with all administrative duties as directed
- Initiates, develops and streamlines ward administrative processes and patient support services in conjunction with other staff
- Ensures that all documentation is accurate and completed in a professional and timely manner
- Maintains inpatient medical record information in an orderly manner
- Ensures accuracy of medical record location within the ward
- Provides on the job training and support to other staff being oriented to the position
- Updates Ward Clerk orientation manual annually and as required
- Undertakes clerical duties as directed by the Unit Manager and clinical staff
- Undertakes other duties as directed by the Unit Manager and clinical staff
- Orders and processes stores
- Prepares requests for maintenance in consultation with the Unit Manager
- Records and takes minutes of meetings as requested
- Assists with roster preparation and enters rosters onto payroll system
- Arranges bookings for ambulance service; maintains record of ambulance use and forward to appropriate department
- Liaises with Health Information Service in relation to patient information and processes

TECHNICAL SKILLS AND APPLICATION

- Demonstrates knowledge in the use of Microsoft products, with enthusiasm to train in relevant computer software programs
- Assists and supports other staff with training in relation to information systems
- Processes admissions, discharges and transfers in conjunction with other departments
- Creates and updates ward & patient information
- Maintains accurate and timely inpatient bed census
- Updates inpatient lists and distributes to relevant staff on a daily basis
- Effectively manages medical records for inpatients as required / directed
- Prepares all discharged medical records

TEAM WORK AND COMMUNICATION

- Demonstrates positive and supportive behaviour to colleagues
- Demonstrates effective and appropriate communication with clients, relatives and staff
- Liaises with Unit Manager or Nurse in charge of the shift to inform / discuss any concerns in relation to duties

CONTINUOUS IMPROVEMENT

- Participates in quality improvement activities as required
- Participates in ward meetings
- Attends MANDATORY COMPETENCIES annually or as required
- Be actively involved in professional and personal development; and to undergo an annual performance review

Inherent Physical Requirements

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

The role may require the following tasks among other things:

<u>1 Nursing / Patient Care Role</u>	<u>2. Maintenance / Hotel Services Staff Role</u>	<u>3 Clerical / Administration Role</u>
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general patient handling and clinical nursing duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ handling general and infectious waste, ▪ shift work in most roles 	<ul style="list-style-type: none"> ▪ generic maintenance work, working at heights ▪ generic out door work / pushing, pulling trolleys ▪ sitting, standing, bending, reaching, holding ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ shift work in some roles 	<ul style="list-style-type: none"> ▪ sitting, standing, bending, reaching, holding ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general ▪ pushing and pulling trolleys / filing, ▪ shift work in some roles

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

APPROVALS	Name	Signature	Date
Divisional Head:			
Department Head:			
Employee:			
Position code: <i>Human Resources Department use only</i>	Ward Clerk_PD		
Date revised: <i>Human Resources Department use only</i>	29-01-10 Lorraine Hedley CRM		

When revised please forward electronic copy to:

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