

POSITION DESCRIPTION

POSITION TITLE	Ward Clerk –Ward 7 West/ East (Monday, Thursday, Friday 4pm-8pm)
REPORTS TO	Ward 7 West Nurse Unit Manager
AWARD/AGREEMENT/CONTRACT	HEALTH AND ALLIED SERVICES
POSITION TYPE e.g. Registered Nurse Div 1, Occupational Therapist Gr1, etc.	Ward Clerk
HOURS PER WEEK	12 Hrs Per Week

1. ORGANISATIONAL CONTEXT

Austin Health is one of Victoria's largest health care providers.

Comprised of Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre, Austin Health is a major teaching and research centre with numerous university and research institute affiliations.

Catering to diverse multicultural and veteran communities, Austin Health delivers vital state-wide services to Victorians and a vast array of specialty services to the people of Melbourne's north-eastern corridor in a safety-focussed, team-orientated and stimulating work environment.

Austin Health Values

The Austin Health values play a critical role in shaping how we operate as an organisation. They influence our performance planning, recruitment, training and development, and relationships with colleagues, work mates, our patients and their relatives and friends. The Austin Health values set standard that we expect all staff to live up to in the way they undertake their duties and responsibilities across the Hospital.

Our Values:

- **Integrity**
We work in the spirit of collaboration and honesty to build effective working relationships across the whole organisation.
- **Accountability**
We are transparent, responsible and build trust by fulfilling promises and communicating effectively.
- **Respect**
We care about others and treat each other with consideration, equality and fairness.
- **Excellence**
We continually strive to advance patient focused care through innovation, research and effective stakeholder management.

2. LOCAL WORK ENVIRONMENT (Role of the department including any special features of the workplace and relationships)

This position is located on Ward 7 West and East which both are a 32-bed Acute Medical Ward belonging to the Medical & Emergency CSU. Each ward is made up of 10 Medical Assessment & Planning Unit (MAPU) beds and 22 acute medical beds.

The CSU consists of the following areas: Departments of Nephrology, General Medicine, Emergency, Endocrinology, Dermatology, Clinical Pharmacology & Toxicology, Infectious Diseases, Infection Control, Rheumatology, Paediatric Medicine, Diabetes Education and Podiatry.

Our Wards pride ourselves on quality patient care delivery to our ageing population and our commitment to the retention and professional development of our dynamic staff.

POSITION OBJECTIVE (Primary purpose and key performance objective)

To deliver a customer focussed service to patients, their families and visitors. Provide administrative assistance to the Clinical ward staff and accurate data transmission of patient movement. The ward clerk will provide efficient reception and clerical services, maintain patient records and uphold the philosophies of the unit.

3. POSITION REQUIREMENTS (Main duties and other specific requirements, activity and end result/outcome, regularly performed)

Position specific

1. To collaborate with nursing staff and promote excellent customer service, which delivers prompt and efficient response to customer.
2. Communicate effectively and promote a supportive team approach within the ward to ensure good working relationship.
3. Maintain clinical files in accordance with relevant policies and legislation, including admission and discharge of patients, both from other wards and directly.
4. Maintain medical records including file reports and ensure adequate supply patient labels
5. Maintain ward-related records and databases as directed.
6. Provide organisational support of patient movement and the delivery of care as directed by the patient care teams.
7. To screen and appropriately prioritise all telephone calls and enquiries for the Inpatient Unit.
8. To receive, sort and prioritise all Inpatient correspondence.
9. Photocopy, collate and finish documents and reports, filing as required.
10. Establish a system for and maintain adequate supplies of stationary and stores supplies.
11. Where appropriate, respond to all relevant correspondence and requests for information.
12. Ensure timely communication of information.
13. To timely make appointments and distribute Discharge information to patients and GP's, where relevant.
14. Facilitate Interpreter bookings as required
15. Facilitate outpatient appointments.

Maintain consistent performance standards by teaching and learning:

1. Keep up to date with changes in administration policies and procedures.
2. Utilise staff development opportunities.
3. Identify the specific roles and responsibilities of the position

Foster a high standard of service delivery based on collaborative practice:

1. Receive urgent diagnostic results and distribute report to Nurse-in-Charge/Medical Officer
2. Provide clear and concise communication with staff, patients and the public in the

3. Process of performing duties.
4. Relay messages in an efficient and effective manner.

Assist the Nurse Unit Manager to ensure financial responsibility to optimise service delivery.

1. Demonstrate respect for equipment and report faulty equipment promptly.
2. Develop and implement administrative initiatives that are cost effective.

Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Participate in Austin Health performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

Management/supervisory (applicable only to positions with management responsibilities)

- Ensure a high level of work quality, develop, implement and monitor quality improvement activities within the department/ward, in accordance with Austin Health Policies as varied from time to time.
- Ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time.
- Mandatory Training
 - * Ensure all new employees on commencement in the department/unit complete e-learning training on Fire Safety and Bullying & Harassment.
 - * Ensure that, at any given time, up to 80% of employees in the department/unit have completed e-learning training on Fire Safety and Bullying & Harassment.
 - * Ensure that employees responsible for acting as Fire Wardens complete Fire Warden training every two (2) years and within one (1) month of commencing as Fire Warden.

4. KEY SELECTION CRITERIA (Key skills, qualifications, knowledge and behavioural attributes, together with physical requirements, necessary for performance of the role)

Essential for Performance of the Position

- Clerical experience with updated computer skills.
- Customer service and teamwork experience.
- Well-developed communication skills including professional telephone technique.
- Accurate keyboard skills and sound administrative skills
- IT literacy of basic systems (i.e.: Microsoft word, Excel)
- An understanding of and commitment to patient confidentiality.
- Flexibility and reliability.
- Professional presentation
- Ability to work in an environment of change
- Motivation and commitment to ongoing development.

- * A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.

Desirable but not essential for Performance of the Position

- Medical Terminology

5. OTHER RELEVANT INFORMATION (Other information to be made known to persons interested in appointment to this position)

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

7. DOCUMENT REVIEW DETAILS

Date Position First Documented (if known): ____/____/____

Date of this Position Description Review: ____/____/____

Signature of Manager: _____ Date: ____/____/____

Signature of Employee: _____ Date: ____/____/____

"Austin Health promotes a healthy work environment. Effective from 1 July 2009, Austin Health is now entirely smoke free. Smoking is no longer allowed on any Austin Health site, including buildings, vehicles or on the grounds of Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre."