

POSITION DESCRIPTION

Ward Clerk – Medical Ward



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Ward Clerk – Medical Ward
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020, or its successor
Position Classification:	HS1A
Who does this position report to:	Nurse Unit Manager
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Green Street Campus
Primary purpose of the position:	The role of Ward Clerk is one that involves excellent communication and interpersonal skills in dealing with clients and staff. The administrative function ensures that reports, files and data collection are accurately prepared and maintained. A key component of the role is the positive relationship with team members in the delivery of personalised care.
Position Description reviewed:	November 2021

Key Accountabilities:

1.	The primary activity of the ward clerk is to provide clerical support to the Nurse Unit Manager, Floor Manager and other theatre nursing staff, VMOs, Registrars and Interns on request
2.	<p>Receptionist duties:</p> <ul style="list-style-type: none"> ▪ Front line customer service, answer incoming calls, direct calls and messages appropriately and in a timely manner ▪ Upkeep of the reception area and workspace ▪ Direct or Redirect patients, staff, family members to appropriate wards in hospital
3.	<p>General filing including:</p> <ul style="list-style-type: none"> ▪ Filing of results, theatre documentation and maintenance of patient peri-operative records ▪ Ensure adequate patient labels and patient wristbands on request ▪ Complete AOA Joint Replacement forms and send to National Registry ▪ Complete Invoicing and send to Finance ▪ Complete Private Patient operation report and send to finance ▪ Requests for Medical Histories
4.	<p>Data Entry:</p> <ul style="list-style-type: none"> ▪ As per organisation's data programs including Microsoft office components and Vital Theatre and Inpatient modules ▪ Process the elective waiting list and emergency patient records by inputting peri-operative notes daily ▪ Meet the requirements set by ESIS and HIM personal ▪ Update weekly on-call rosters for VMO, Registrars, Interns and Nurse In-Charge

POSITION DESCRIPTION

Ward Clerk – Medical Ward



- Abides by NHW and DHS elective surgery policies
- Liaise with VMO's/Theatre Liaison Nurse regarding patient details and policy requirements
- Distribution of theatre lists to CSSD/Theatre 4/Set Up/Scope room
- Timely discharge transactions occur in Vital
- Prosthetic coding and rebate pricing
- Update Ortho budgets as requested
- Update Drs codes, staff phone numbers & Vital codes
- Create "pink" stickers for Emergency cases added daily
- Ensure Category 1 waitlist patients are entered in a timely manner

5. Communication:
- That appropriate documentation is faxed and scanned where required
 - Timely distribution of Memos/Minutes to staff in the unit
 - Timely distribution of daily and weekend on-call Nurse and Tech numbers to Switchboard and Nursing Co-ordinators
 - That clerical issues are directed to the Unit Manager in a timely manner
 - Maintenance of work area including request for attentions on the BEIMs system and the ordering of stationary supplies
 - Education of relieving and casual theatre ward clerk

6. Ensures compliance with confidentiality policies, privacy principles and relevant legislation

7. Utilise available resources in an efficient manner

8. Participates in quality improvement activities

9. Collaborates with nursing staff to prioritise activities

10. Participates in education and development programs to enhance new skills

11. Actively seeks advice concerning activities that are unfamiliar or new

12. Other tasks as directed

Key Relationships:

Internal	External
1. All NHW Workforce	1. Patients & Visitors

Key Selection Criteria:

1. Demonstrates commitment and ability to work as a member of the Medical Ward Team

2. Demonstrates commitment to ongoing education of self

3. Demonstrates appropriate customer service

4. Good communication skills

5. Ensures patient confidentiality at all times

6. Ability to work promptly and efficiently

7. Ability to work with a diverse range of people

In addition to the above, all staff must have an remain current for continued employment, the following:

1. Covid-19 Vaccination

2. Current Class C Driver's Licence

3. A current National Police Check (renewed every 3 years)

POSITION DESCRIPTION

Ward Clerk – Medical Ward



4. A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination mandatory.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

POSITION DESCRIPTION

Ward Clerk – Medical Ward



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Ward Clerk – Medical Ward



Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

Ward Clerk – Medical Ward



The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Ward Clerk
Department / Unit:	Medical Ward
Workplace Location:	Green Street Campus

Frequency Definitions:	
I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks				X		
Standing	Remaining standing without moving about to perform tasks		X				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	X					
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	X					
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

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Ward Clerk – Medical Ward



Driving	Operating any motor powered vehicle									X
Sensory Demands:										
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc								X	
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries			X						
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals									X
Taste	Use of taste is an integral part of work performance, eg: Food preparation									X
Touch	Use of touch is an integral part of work performance	X								
Psychosocial Demands:										
Distressed People	Eg: Emergency or grief situations.	X								
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	X								
Unpredictable People	Eg: Dementia, mental illness, head injuries.	X								
Environmental Demands:										
Dust	Exposure to atmospheric dust.	X								
Gases	Working with explosive or flammable gases requiring precautionary measures.									X
Fumes	Exposure to noxious or toxic fumes.									X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.									X
Hazardous Substances	Eg: Dry chemicals, glues.									X
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X							
Inadequate Lighting	Risk of trips, falls or eyestrain.	X								
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X								
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X								
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X								
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.	X								
The area below is for any special comments or notes on significant physical or other demands required to perform this job:										
Nil										