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| **Position Title** | Ward Clerk |
| **Position Number** | N5833 |
| **Department** | Willaura |
| **Classification** | Administrative Worker Grade 1 |
| **Agreement**  | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2016-20  |
| **Reports to:** | Nurse Unit Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide reception, administrative and clerical support to ensure the smooth functioning of Willaura HealthCare.

**Department / Unit Specific Overview**

Willaura Health Care and Parkland House Hostel are part of East Grampians Health Service located 37 kms south of Ararat. The Health Service consists of 8 Acute and 2 nursing home beds. Parkland House Hostel consists of 10 Hostel beds. Willaura meets the stringent health standards and is fully accredited by the Australian Council of Health Care Standards and Aged Care Standards and Accreditation Agency. Willaura is well supported by community health allied health services and district nursing based in Ararat.

**Montessori Principals**

**Relate, Motivate, Appreciate** summarises the 12 key principals of the Montessori Model of Care.

People with dementia and those who have a cognitive impairment are often confronted with what they can no longer do or with the mistakes that they make. Montessori principles are designed to focus on what they can still do. This is a person-centred approach focusing on the person’s capabilities, capturing their interest and showing them respect. It is important that the focus includes building on the person’s strengths. The principles are structures in the order that you will use them when interacting with a person with dementia.

The activity should have a sense of purpose and capture the person’s interest.

* Always invite the person to participate
* Offer choice whenever possible.
* Talk less. Demonstrate more.
* Physical skills; focus on what the person can do.
* Match your speed with the person you are caring for. Slow down!
* Use visual hints, cues or templates.
* Give the person something to hold.
* Go from simple tasks to more complex ones.
* Break a task down into steps; make it easier to follow.
* To end, ask: “Did you enjoy doing this?” and “Would you like to do this again?”
* There is no right or wrong answer. Think engagement.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’.  We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY%2C%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment that is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Reception duties to internal and external consumers/residents
* Ensure that reception/office area it is maintained in a neat and tidy manner
* Assisting with the administration of staff rosters
* Acknowledge visitors upon their arrival into the department ensuring they comply with sign in and infection control guidelines
* Liaise with multi-disciplinary team with regards to resident appointments
* Verify personal information of residents including concession card/Medicare validity
* Collecting and dispensing mail
* Filing of correspondence
* Answering calls and redirecting as required
* Liaise with Medical Records personnel as required
* Coordinate and engage in activities relating to the retrieval and distribution of information in adherence to EGHS policies and procedures
* Provide administrative assistance to Willaura staff as required
* Ensure adequate stationary supplies for the department
* Any other tasks as directed by the NUM

**Key Performance Indicators**

* Feedback about quality of customer service from residents, carers and co-workers
* Timely and accurate completion of tasks

Key Selection Criteria

**Essential Criteria:**

* Previous experience in Customer service/Administration role preferably within a health services environment
* Demonstrated ability to deliver timely and accurate communication
* Ability to multi-task and demonstrate initiative whilst displaying an enthusiastic, client focused, can do and flexible approach
* Demonstrates commitment to quality and continuous improvement and comply with EGHS policies and procedures
* Able to demonstrate good positive communication skills with residents, patients, families, carers, medical staff and co-workers
* Experienced in the use of office equipment including PC, phone systems, photocopiers, fax machines and scanners
* Good working knowledge of Windows based software systems (eg Word, Excel)
* Be neat and professional in appearance

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation Clearance including COVID19 and Influenza (annually)

**Acknowledgement**

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| **Employee Name:** |  |
| **Employee Signature:** |  | **Date:** |  |
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| **Manager Name:** |  |
| **Manager Signature :** |  | **Date:** |  |
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| **Developed Date:** | **April 2022** |
| **Developed By – Name:** |  |
| **Developed by – Title:** | **Manager Willaura Healthcare** |
| **Date of Next Review:** | **April 2023** |