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| **Position Title** | Ward Clerk |
| **Position Number** | N5727 |
| **Department** | Acute Services – Inpatient Unit/Urgent Care Centre |
| **Classification** | HS1 - Administrative Worker Grade 1 |
| **Agreement**  | Health and Allied Services, Managers and Administrative workers (Single Interest Employers) Enterprise Agreement 2021-25  |
| **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 the Acute Services department.

**Department / Unit Specific Overview**

East Grampians Health Service has a 29-bed inpatient unit offering a wide range of clinical services located at the main Ararat campus. The inpatient unit accommodates medical, surgical, paediatric, perioperative, midwifery and palliative care patients. Developing health service partnerships, EGHS aims to service the health care needs of patients within the community as well as neighbouring towns. EGHS offers a 24-hour urgent care centre, which is supported by our local GP clinic. Other acute services provided include an on-site pathology laboratory as well as our Medical Imaging Department, which offers an extensive range of radiology services.

**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 which 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**

* Acknowledge patients upon their arrival into the department whilst quickly and efficiently addressing the patients’ needs and relay any information to the patient e.g. waiting time, special instructions
* Scheduling patient inpatient/outpatient appointments and transfer times accurately and efficiently
* Ensure that main reception area is maintained in a neat and tidy manner
* Communicate/relaying relevant information to the practitioners and patients as required
* Coordinate and engage in activities relating to the retrieval and distribution of information in adherence to EGHS policies and procedures
* Maintain patient files and records whilst liaising with Health Information Services, ensuring accuracy and completeness of information
* Verify personal information of patients including concession card/Medicare validity/Private Health Insurance
* Ensure adequate stationary supplies for the department
* Minute and compile agendas for committee meetings as delegated by NUM
* Provide administrative assistance where required to NUM
* Be responsible for data entry and corrections where needed to meet monthly reporting requirements
* Provide administrative assistance to clinical staff as required
* Coordinate admissions and discharge paperwork from the Inpatient Unit, Oncology and Urgent Care Centre
* Liaise with Victorian Infant Hearing and scheduling all newborn appointments
* Keep an up to date record of PAS reporting requirements

**Key Performance Indicators**

* Feedback about quality of customer service from patients and co-workers
* Timely and accurate completion of tasks
* Complete an annual training and development plan

Key Selection Criteria

**Essential Criteria:**

* Self-reliant, motivated, able to work independently and innovatively and respond to a situation where a high level of professional autonomy exists, whilst working within EGHS policies and protocols
* Excellent communication, negotiation, organisation and time management skills
* Able to liaise across the full spectrum of health and welfare services and relate positively to a wide range of people
* Commitment to quality, best practice and environmental safety
* Demonstrated written and computer skills at the level required to fulfil this position
* Familiarity with medical terminology and clinical experience is advantageous
* Quality customer service
* Be available to work shifts 7 days a week (e.g. M-F 7:00am-3:30pm & 11:30am-8:00pm, S & S 8:00am to 4:30pm)

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

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisations (as required)

**Acknowledgement**

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| **Employee Name:** |  |
| **Employee Signature:** |  | **Date:** |  |
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| **Manager Name:** |  |
| **Manager Signature :** |  | **Date:** |  |
|  |  |
| **Developed Date:** | **Nov 2022** |
| **Developed By – Name:** |  |
| **Developed by – Title:** | **Acute Services Manager** |
| **Date of Next Review:** | **Nov 2023** |