

POSITION DESCRIPTION



Position Title	Ward Clerk
Position Number	N5856
Department	70 Lowe Street
Classification	HS1A Admin Grade 1A
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027
Reports to:	Nurse Unit Manager/Office Coordinator

Position Purpose:

To provide reception, administrative and clerical support to ensure the smooth functioning of 70 Lowe Street.

Department / Unit Specific Overview

70 Lowe Street is a 45-bed residential aged care facility. Our aged care services focus on the individual, their family, friends and community. Individualised care is assured by identifying the resident's personal preferences and interest in all areas across the social and clinical spectrum. We have adopted the Montessori environment to provide purpose and stimulation through everyday activities. This approach supports our residents to live their lives to the fullest and make the most of the services we have to offer.

Our Values



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

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

Serving a diverse community, EGHS 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, consumers and the community.

Our Vision



East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See [Strategic Plan 2023 – 2027](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
[Victorian Public Sector - Code of Conduct](#)
[Confidentiality, Security and Management of Information - SOPP 24.02](#)
[Hand Hygiene - SOPP 70.18](#)
[Occupational Health and Safety - SOPP 72.09](#)
[Person Centred Care - SOPP 60.20](#)
[Occupational Health, Safety and Wellbeing - SOPP 72.09](#)
[Performance Development - SOPP 35.27](#)
[Risk Management - SOPP 74.01](#)
[Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, 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 to 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- 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, consumers and visitors
- 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

- Reception duties to internal and external customers/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
- Complete COVID screening for visitors to the facility
- 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 70 Lowe Street staff as required
- Ensure adequate stationary supplies for the department
- Any other tasks as directed by the NUM

Key Performance Indicators

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

- Feedback about quality of customer service from patients 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

Desirable Criteria

- Familiar with raising sundry debtors and cash receipting/ cashier tasks.



Must comply to having or completion of:

- Fit2Work Nationally Coordinated Criminal History Check - Employee (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- NDIS Worker Screening Check (renewed every 5 years)
- Immunisation requirements (annually)

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	
Developed By Name	
Developed by Title	

