POSITION DESCRIPTION

Position Title	Ward Clerk
Position Number	N6087
Department	Garden View Court
Classification	HS1A/1 - Administrative Worker Grade 1A/1
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
Reports to:	Nurse Unit Manager

Position Purpose:

To provide reception, administrative and clerical support to ensure the smooth functioning of Garden View Court.

Department / Unit Specific Overview

Garden View Court is a 24 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 Residents personal preferences and interest in all areas across the social and clinical spectrum. Our approach supports our residents to live their lives to the fullest and make the most of the services we have to offer.

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.

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

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

  Safety - SOPP 72.13

  Performance Development policy - 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 Garden View Court 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)
- 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)	04,2022
Developed By Name	
Developed by Title	