

# Position Description

Position Title	Ward Clerk
Position Number	30103421
Division	Community and Public Health Services
Department	Residential Services
Team	Simpkin House
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement
Classification Description	Grade 1A
Classification Code	HS1A – HS17
Reports to	Nurse Unit Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700-bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## Community and Public Health Services / Residential Services Division

CNMO/The Quality and Patient Information Division provides leadership for the nursing workforce throughout Bendigo Health as it led by our Chief Nurse and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the division has a keen focus on supporting our nursing workforce to feel valued and empowered to provide excellent care. Our aspiration for nurses and midwives at Bendigo Health is; Always caring, always achieving.

Quality and Patient Information provides leadership and support for quality improvement, patient safety and experience and health information services across the organisation. The division, through both Health Information Services and Quality have key roles in medical record management, clinical documentation, Freedom of Information, patient safety, quality improvement, risk management, external reporting and compliance requirements. There is a strong strategic and operational focus of promoting quality improvement, supporting the organisation to review incidents, data and systems to improve patient outcomes and efficiency of the business.

### The Residential Services Team

Bendigo Health's Residential Services provides accommodation for 265 older residents of Bendigo and surrounding areas who require low- and high-level care. Also known as hostels and nursing homes, our facilities are spread over multiple campuses:

- Gibson Street Complex is located at 26 Gibson Street, Bendigo. It includes
  - Joan Pinder Nursing Home with 60 beds
  - Stella Anderson Nursing Home with 60 beds
- Simpkin House, is located at 6 Gibson Street and consists of a 30 psycho-geriatric beds.
- Specialist Dementia Care Program Unit consists of 9 beds offering temporary care with a goal to stabilise and reduce a person's behavioural symptoms with a supported transition into a less intensive care setting
- Golden Oaks Complex is located in Stoneham Street, Golden Square. It includes:
  - Golden Oaks Nursing Home with 60 beds
  - Carshalton House with 45 beds.

The residential services team provide high quality of care in all our residential care facilities. Our homes accommodate and care for some of the most vulnerable older people in our community. The team strives for service excellence through innovation and constantly monitoring our care standards and seeking to do things better.

### The Position

The ward clerk role provides an important clerical and administrative service to the Golden Oaks Complex. This position will primarily provide clerical, administration and reception support to the complex. This

position also provides general clerical and administrative duties to assist nursing, allied health and medical staff in a busy and dynamic environment.

# Responsibilities and Accountabilities

## Key Responsibilities

### 1. Specific responsibilities:

- Undertake a full range of administrative activities including computer and computer packages and audio technology, faxing and photocopying.
- Data entry, data collection and preparation of statistical information.
- Maintain and organise all filing systems, accounting procedures and ordering of supplies as required.
- Undertake reception duties including telephone enquiries, assisting residents, families, relatives, service providers and community including facility tours and provide information for prospective residents. Convey telephone messages, flowers and mail to residents.
- Organise resident appointments and transport.
- Ensure resident history details are assembled at admission and discharge.
- Attend meetings where required, record, and process and distribute minutes and agenda of these meetings.
- Demonstrate high level of communication skills and understanding of Accreditation Standards, HACCP and Aged Care documentation.
- Ability to prioritise and organise workloads.
- Maintain Resident Impress and Petty Cash system.
- Unpack and store general, surgical and stationery stock.
- Ensure nurses station and reception is maintained in a clean and organised manner.
- Other duties as determined by Facility Manager/Nurse manager/Care co-ordinator/Clinical Manager.

### 2. Organisational responsibilities:

- Ensure compliance with Bendigo Health Care Group risk management policy and guidelines.
- To promote the Bendigo Health Care Group within, and external to the organisation.
- To communicate effectively within and external to Bendigo Health Care Group.
- To promote practices, which comply with the policies and procedures of BHCG and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- To participate in team/departmental meetings and other organisational meetings as required

- To participate in staff development and training as required (including annual mandatory training in fire/emergency, 'no lift', cardio-pulmonary resuscitation & infection control), and maintain a personal record of activities completed.

### **3. Residential Services Specific activities**

- To maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- You are required to notify your employer and document all incidents of alleged or suspected assaults (including unreasonable use of force and unlawful sexual contact) so that the appropriate response can be undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.
- The law also requires staff to report missing residents in certain circumstances so Bendigo Health can respond in line with legislation.

## **Generic Responsibilities**

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action. All staff must complete mandatory training and competencies as per the Bendigo Health Mandatory Training and Required Learning Policy.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are

achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

- Experience in clerical work with a high level of computer literacy, telephone, reception and office administration skills
- A personal approach which is positive, enthusiastic, friendly and helpful
- Ability to interact and communicate with a diverse range of people at all levels
- Ability to give excellent customer service to both internal and external customers
- Demonstrated computer/keyboard skill in health databases, Word and Excel

### Desirable

- Experience in roster development and staff replacement with an understanding of Kronos
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- Proven ability to work in a team and in a collaborative work environment
- Flexibility to operate in an environment of change and continuous improvement
- Medical Terminology (an advantage)

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Aged Care Banning Order Register** All new staff are checked against the aged care quality and safety commission banning order register, and must be clear of a general application. If a limited application is in place a suitability assessment will be completed prior to issuing a contract of employment.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo

Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health.

**National Disability Insurance Scheme (NDIS) Check** Completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*