Position Description

Position Title	Ward Clerk
Position Number	30026121
Division	Clinical Operations
Department	Cardiology
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Grade 1A
Classification Code	HS1A
Reports to	Cardiology Business Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Receptionist/Ward Clerk is the first point of contact for staff and patients for Cardiology Clinics and Cardiology Diagnostic tests. The position contributes to the efficient operation of the team by ensuring high standards of accuracy, organisation, and service delivery in all administrative functions.

Responsibilities and Accountabilities

This role involves a variety of administrative tasks essential to supporting daily operations and delivering excellent service to Cardiology patients and carers.

Key Responsibilities

- Reception duties for Outpatient clinics, Cardiology Diagnostic testing and general office duties
- Scheduling appointments and ensuring they are communicated to clients/carers
- Accurate data entry is maintained and accurately recorded into relevant systems
- Respond to enquires in a pleasant, efficient and timely manner
- Monitor safe work practices and procedures as required
- MBS billing
- Contribute to other administrative team duties as delegated by Team Leader or Manager
- Participate in team/department meetings
- Participate in staff development and training as required

Key Selection Criteria

Essential

1. Demonstrated excellence in customer service
2. Demonstrate high level telephone, reception and office administration skills and experience
3. A personal approach that is positive, enthusiastic and helpful
4. Ability to work and contribute effectively as part of a team and willing to assist in improving productivity of the team
5. Ability to work autonomously, exhibiting excellent organisational and time management skills
6. Ability to interact and communicate with a diverse range of people at all levels
7. Flexibility to thrive in an environment of change and continuous improvement

Desirable

8. Knowledge of Cardiology medical terminology preferable
9. Previous work experience in a medical environment
10. Understanding of Cardiobase

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**

- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.