

Position Description

Position Title	Ward Clerk
Position Number	30026638
Division	Clinical Operations
Department	Womens Ward
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G1 L1
Classification Code	HS1
Reports to	Midwife Unit Manager – Womens Ward
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children 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 ward clerk plays a pivotal role in assisting with the delivery of non-clinical services to families and clinical staff in a professional, efficient and courteous manner. Admitting and discharging of woman and babies, data entry, clerical duties and office management are key components to this role. The successful applicant will be required to use critical thinking while being flexible and adaptable as the role is dependent on meeting deadlines and ensuring tasks are completed to a high standard.

It is a unique opportunity for a highly motivated, efficient and friendly individual who enjoys a fast-paced atmosphere and the friendly interactions that occur with our multidisciplinary team and members of the public.

Responsibilities and Accountabilities

Key Responsibilities

- Perform the role of receptionist for Women's ward and Birthing Suite
- Ensure that patient and visitor inquiries are handled promptly and efficiently
- Development and maintenance of general office systems and procedures to ensure efficiency
- Data entry, data collection and preparation of statistical information
- Undertake the full range of clerical duties and activities including filing, faxing, emailing and photocopying as required
- Admission and discharging of patients using the IPM system
- Management and distribution of discharge summaries and referrals completed by clinical staff to appropriate agencies in line with the Department of Health access policy and BH requirements
- Establish and maintain the unit filing and record system for patient files and ensuring timely return to HIS
- Organise patient follow up appointments
- Word processing, spreadsheets and power point as required
- Management of consumables including ordering of stationery and non-impresed stores
- Other duties as determined by the Midwife Unit Manager

Key Selection Criteria

Essential

1. Proven ability to provide high quality office administration within a team environment
2. Established written and computer literacy skills with the ability to learn new systems and procedures quickly
3. Demonstrated ability to perform data entry in various technological systems
4. Highly developed interpersonal skills with the ability to adapt communication styles to a range of audiences
5. Demonstrated ability to prioritise work, meet deadlines and to manage time effectively
6. A personal approach which is positive, respectful, collaborative and helpful
7. A willingness and ability to learn

8. Understanding of the need for confidentiality in regards to patients, residents and health service staff

Desirable

9. Certificate III in Business Administration desirable but not essential
10. Previous experience in a health care / medical practice environment desirable but not essential
11. Previous knowledge of working in IPM desirable but not essential.

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.