

## Position Description

Position Title	Ward Clerk
Position Number	30027551
Division	Clinical Operations
Department	DOSA and Endoscopy
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Nurse Unit Manager - DOSA and Endoscopy
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Working with Children Check</li> <li>• Immunisation Requirements</li> </ul>

## 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 Day of Surgery Admissions (DOSAs) ward clerk role is a position that is responsible for; preparation of admission for patients on the day of their elective or emergency surgery. Roles include; revising operation theatre lists on iPM in comparison to booked surgery procedures on a daily basis, procuring and preparing patient files for their surgery, general patient data entry including admissions and discharges, KRONOS roster data entry, generating invoices, generating orders of consumable supplies within theatre using ORACLE FMIS ordering system, and may include minute taking and writing up minutes and distribution of minutes.

This is a role that is the first person in the Interventional Suite that patients and their families meet on the day of their surgery so a cheerful and polite personality is required for this position.

## Responsibilities and Accountabilities

### Key Responsibilities

The Day of Surgery Ward Clerk is the friendly, helpful face and voice of the operating theatre.

#### Essential Skills & Attributes

- Demonstrated computer/keyboard skills; word processing, spreadsheets, email, generating invoices.
- Demonstrated reception and basic office administration skills. Previous minute taking and minute writing experience essential.
- Ability to maintain effective and efficient work output while unsupervised
- Sound understanding of the key concepts of confidentiality in a health care environment
- A current and satisfactory National Police Record Check must be presented or arranged at the time of commencement
- A current and satisfactory “Employee Working with Children Check”

#### Highly Desirable Skills & Attributes

- Basic or advanced medical terminology. Course completion desirable
- Previous skills and experience in a hospital and/or theatre environment
- Computer skills for the following programs; Microsoft outlook, KRONOS and iPM

#### Personal Attributes

- Clear and polite interpersonal skills
- Excellent telephone manner and customer service skills
- Ability to interact and communicate with a diverse range of people at all levels
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn

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

1. Demonstrated computer/keyboard skills; word processing, excel spreadsheets, email and generating invoices.
2. Demonstrated reception and basic office administration skills. Previous minute taking and minute writing experience essential.
3. Ability to maintain effective and efficient work output while unsupervised
4. Sound understanding of the key concepts of confidentiality in a health care environment.
5. Demonstrated high level interpersonal skills, with a strong patient satisfaction focus

### Desirable

6. Previous clerical experience in a perioperative/theatre environment is desirable.
7. Knowledge of KRONOS, SAP or other payroll systems.

## 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.*