

## Position Description

Position Title	Ward Clerk
Position Number	30027685
Division	Clinical Operations
Department	Special Care Nursery
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	Special Care Nursery Unit Manager
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 Ward Clerk position provides valuable help to nursing, medical staff, and the wider multidisciplinary team within the unit.

The Ward Clerk is the first point of contact for staff and patients. The role of the Ward Clerk in Special Care Nursery is varied and requires discipline to move smoothly between tasks; such as dealing with patient phone enquires, assisting the multidisciplinary team and ensuring all clerical duties are performed, all while maintaining a warm personality. A thorough knowledge of Bendigo Health's computer programs and applications is also desirable.

The Special Care Nursery is currently funded for 10 beds, but will flex up to a higher number if required. Babies admitted to the unit are not only born in Bendigo, but may be transferred in from the Loddon Mallee Region if the care of the baby lies outside of their scope of care of their birth hospital. Bendigo will also transfer babies down to Tertiary Units in Melbourne if the neonate requires a higher level of care than what we can provide. The unit also accepts transfers back from Melbourne to care for neonates prior to discharge.

## Responsibilities and Accountabilities

### Key Responsibilities

- Reception and registration of all patients, make bookings, and perform all other clerical duties required for the Special Care Nursery.
- Processing referrals in line with the Bendigo Health Specialist Clinics Access Policy
- Communicating with staff, patients and visitors via phone and in person. Answer queries from patients, staff and medical officers. Excellent interpersonal skills are required to fulfill this responsibility.
- Ensure all correspondence is dealt with in a timely manner
- Develop and maintain general office systems and procedures to ensure efficiency
- Some computer skills, and a willingness to learn the programs used.
- Undertake the full range of clerical duties activities including filing, faxing, emailing, minute taking, and photocopying and other administrative and customer service duties as required
- Ability to work within a team environment and autonomously
- Participate in staff training and development as required
- Ordering food, stores/equipment and stationery supplies for unit.

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. Ability to interact and communicate with a diverse range of people at all levels
2. Computer skills, and the willingness to learn the Bendigo Health programs such as IPM, Kronos, Oracle, and Microsoft programs.

3. A willingness and ability to learn with the flexibility to operate in an environment of change and continuous improvement.
4. Ability to give excellent customer service to both internal and external customers. And provide a personal approach which is positive, enthusiastic, friendly and helpful
5. Ability to work as part of a team, as well as to work independently
6. Flexibility to operate in an environment that requires constant prioritising of work and competing demands.
7. Demonstrated ability to meet deadlines, schedules and set goals as required

## Desirable

8. Previous work within Bendigo Health
9. Previous work experience in a medical environment

## 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*