

Position Description

Position Title	Ward Clerk
Position Number	30100439
Division	Clinical Operations
Department	Intensive Care Unit
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Nurse Unit Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • 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 provides an important clerical and administrative service to the Intensive and Coronary care Unit at Bendigo Health.

The Ward Clerk is the first point of contact for staff, patients and families. This position provides valuable administrative assistance to all staff within the department using a wide range of administrative skills.

This position assists nursing, allied health and medical staff in a busy and dynamic environment.

Responsibilities and Accountabilities

Key Responsibilities

- Provide clerical support to the Intensive Care unit nursing, allied health and medical staff
- Perform the role of receptionist for the unit
- Ensure that patient & visitor inquiries are handled promptly and efficiently.
- Manage incoming and outgoing telephone enquiries
- Access and enter data
- Assemble and track medical histories
- Maintain accurate records, statistics and reports as required
- Record and report equipment problems to the relevant department
- Other duties as directed by Manager or Supervisor
- Monitoring and ordering and unpacking of stationery and stores for the unit
- Organising patient appointments
- Undertake the filing, faxing and photocopying as required
- Responsible for distributing relevant Bendigo Health all user emails or other emails as directed
- Enter roster details into Kronos payroll system monthly and maintain and update Kronos
- Complete allocation sheets as per staff roster
- Perform Intensive and Unit specific duties as outlined on task list
- Secretarial duties as required by Manager or Director of Intensive Care
- Participate in team/departmental meetings and other organisation meetings as required
- Participate in staff development and training as required
- Liaise with Health Information Staff on all medical record management issues

Key Selection Criteria

Essential

1. Demonstrated computer/keyboard skill in hospital databases, Word and Excel
2. Experience in clerical work with a high level of computer literacy, telephone, reception and office administration skills
3. Flexibility to operate in an environment that requires constant prioritising of work and competing demands.
4. Strong understanding and confidence in usage of Kronos
5. Ability to interact and communicate with a diverse range of people at all levels

6. A personal approach which is positive, enthusiastic, friendly and helpful
7. A willingness and ability to learn
8. Ability to give excellent customer service to both internal and external customers
9. Ability to work as part of a team, as well as to work independently
10. Flexibility to operate in an environment of change and continuous improvement

Desirable

11. Qualification in Medical Terminology is desirable

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.