

Position Description

Position Title	Ward Clerk
Position Number	30101357
Division	Clinical Operations
Department	Ward 4A - Medical
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Nurse Unit Manager Ward 4A
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's (including an Early Parenting Centre) areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment covering the Loddon Mallee region. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Ward 4A – Medical Team

The team is part of Bendigo Health's Medical Services Department.

The Medical Unit team provides a wide range of acute medical services for inpatients specialising in respiratory, cardiac, neurological, renal and oncological conditions. It consists of two wards 4A and 5A.

Located on the 4th Floor of the New Bendigo Hospital ward 4A is a 28 bed ward which has being set up to specialise in General Medical, Renal and Stroke patients.

Nursing staff on this ward will be expected to develop nursing skills specific to these specialties as well as Respiratory and Neurological patients, in addition to General Medical nursing.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page. The ward clerk role provides an important clerical and administrative service to the specific unit at Bendigo Health. This position assists nursing, allied health and medical staff in a busy and dynamic environment.

Responsibilities and Accountabilities

Key Responsibilities

- Perform the role of receptionist for the unit
- Ensure that patient & visitor enquiries are handled promptly and efficiently.
- Manage incoming and outgoing telephone enquiries
- Access data entry
- Update IPM maintain patient tracking and Government data

- Faxing discharge summaries to General Practitioners
- Maintain accurate records, statistics and reports as required
- Record and report equipment problems to the relevant department
- Monitoring and ordering of stationery and stores for the unit
- Organising patient follow up appointments and communicating this to patients and staff
- Track and prepare histories for DMR scanning
- Print current patient notes from DMR and EPR for patient transfer
- Use the Kronos program to assist the Nurse Unit Manager in payroll preparation
- Book appropriate patient transport as directed by Nurse in Charge
- Participate in team/departmental meetings and other organisation meetings as required
- Participate in staff development and training as required
- Other duties as directed by the Nurse Unit Manager of their delegate
- Employees are required to carry out lawful directions outlined above or delegated to them.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that

it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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 skill in hospital databases and through knowledge of the Microsoft office suite (including Word and Excel).
2. Experience in clerical work with a high level of computer literacy, telephone, reception and office administration skills.
3. Ability to prioritise multiple tasks with great attention to detail
4. Demonstrated experience, using a positive and understanding approach, when interacting with the public
5. Excellent interpersonal skills which will facilitate effective communication within all levels of the organisation
6. Ability to operate in a busy and dynamic environment of change
7. Ability to work as part of a team as well as independently
8. Evidence of Medical Terminology experience, training or a commitment to complete similar training within 3 months of employment
9. A willingness and ability to learn
10. Ability to interact and communicate with a diverse range of people at all levels

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

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.