

Position Description

Position Title	Ward Clerk
Position Number	30101377
Division	Clinical Operations
Department	Cardiac Catheter Lab
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G1A
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	<ul style="list-style-type: none"> National Police Record 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

We are seeking a highly organised and personable Receptionist/Ward Clerk to join our Cardiac Catheter Laboratory and Cardiology teams. This pivotal role provides essential administrative support to our technical, nursing, and medical staff, ensuring the smooth and efficient operation of the department.

As the first point of contact for patients, families, and staff, you will play a key role in creating a welcoming and professional environment. Your ability to manage a variety of tasks with accuracy and composure will be vital in this fast-paced clinical setting.

Responsibilities and Accountabilities

Key Responsibilities

- Reception and registration of all patients, make bookings, and perform all other clerical duties required for the Cardiac Catheter Laboratory.
- 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
- Ensure all correspondence is dealt with in a timely manner
- Demonstrate an excellent standard of customer service to provide patients with a positive experience while visiting Bendigo Health
- Develop and maintain general office systems and procedures to ensure efficiency
- Update iPM and Cardio base data bases where required (data entry and collection).
- Effectively communicate & liaise with other departments to ensure timely and patient focused service at all times
- Ensure that patient and visitor inquiries are handled promptly and efficiently using exceptional customer service
- Undertake the full range of clerical duties activities including filing, faxing, emailing, and photocopying as required (& other administrative & customer service duties as required)
- Ability to work within a team environment and autonomously
- Participate in staff training and development as required
- Active involvement in designated portfolio (e.g., KRONOS, quality, orientation)
- Ordering food and stationery supplies for unit.
- Ensure all correspondence is dealt with in a timely manner

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. High level of data entry skills
2. Ability to interact and communicate with a diverse range of people at all levels
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. Excellent interpersonal and communication skills
7. Flexibility to operate in an environment that requires constant prioritising of work and competing demands.
8. Demonstrated ability to meet deadlines, schedules and set goals as required

Desirable

9. Previous work experience in a medical environment would be desirable.
10. iPM experience, an understanding of Cardio base system, KRONOS, Microsoft Office.

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.
- 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.