Position Description

Position Title	Ward Clerk
Position Number	30101877
Division	Community and Continuing Care
Department	Aged Care Residential Services – Carshalton House
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
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	• National Police Record Check • Aged Care Banning Order Register • National Disability Insurance Scheme (NDIS) 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

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 role provides an important clerical and administrative service to the Golden Oaks Complex. This position will primarily provide clerical, administration and reception support to the complex. This position also provides general clerical and administrative duties to assist nursing, allied health and medical staff in a busy and dynamic environment.

Responsibilities and Accountabilities

Key Responsibilities

Specific responsibilities:

- Undertake a full range of administrative activities including computer and computer packages and audio technology, faxing and photocopying.
- Data entry, data collection and preparation of statistical information.
- Maintain and organise all filing systems, accounting procedures and ordering of supplies as required.
- Undertake reception duties including telephone enquiries, assisting residents, families, relatives, service providers and community including facility tours and provide information for prospective residents. Convey telephone messages, flowers and mail to residents.
- Organise resident appointments and transport.
- Ensure resident history details are assembled at admission and discharge.
- Attend meetings where required, record, and process and distribute minutes and agenda of these meetings.
- Demonstrate high level of communication skills and understanding of Accreditation Standards, HACCP and Aged Care documentation.
- Ability to prioritise and organise workloads.
- Maintain Resident Impress and Petty Cash system.
- Unpack and store general, surgical and stationery stock.
- Ensure nurses station and reception is maintained in a clean and organised manner.
- Other duties as determined by Facility Manager/Nurse manager/Care co-ordinator/Clinical Manager.

2. Organisational responsibilities:

- Ensure compliance with Bendigo Health Care Group risk management policy and guidelines.
- To promote the Bendigo Health Care Group within, and external to the organisation.
- To communicate effectively within and external to Bendigo Health Care Group.
- To promote practices, which comply with the policies and procedures of BHCG and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- To participate in team/departmental meetings and other organisational meetings as required
- To participate in staff development and training as required (including annual mandatory training in fire/emergency, ‘no lift’, cardio-pulmonary resuscitation & infection control), and maintain a personal record of activities completed.

3. Residential Services Specific activities

- To maintain a practical working knowledge of Aged Care legislation inclusive of the Aged Care Quality Standards
- You are required to notify your employer and document all incidents of alleged or suspected assaults (including unreasonable use of force and unlawful sexual contact) so that the appropriate response can be undertaken to ensure the health, safety and wellbeing of residents, and to meet record keeping responsibilities under the Act.
- The law also requires staff to report missing residents in certain circumstances so Bendigo Health can respond in line with legislation.

Key Selection Criteria

Essential

1. Experience in clerical work with a high level of computer literacy, telephone, reception and office administration skills
2. A personal approach which is positive, enthusiastic, friendly and helpful
3. Ability to interact and communicate with a diverse range of people at all levels
4. Ability to give excellent customer service to both internal and external customers

Desirable

5. Demonstrated computer/keyboard skill in health databases, Word and Excel
6. Experience in roster development and staff replacement with an understanding of Kronos
7. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
8. Proven ability to work in a team and in a collaborative work environment
9. Flexibility to operate in an environment of change and continuous improvement
10. Medical Terminology (an advantage)

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.