

Position Description

Position Title	Ward Clerk
Position Number	30101094
Division	Clinical Operations
Department	Childrens Ward
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- Children’s Ward
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 • Working with Children 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

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 / receptionist will be required to provide clerical, administrative and reception support for nursing, allied health and medical staff in Children's Ward. The Ward Clerk is required to use and access IPM and prepare documents for scanning into the DMR.

Responsibilities and Accountabilities

Key Responsibilities

Specific responsibilities:

- Perform the role of receptionist for Children's Ward
- Ensure that patient and visitor inquiries are handled promptly and efficiently
- Ensure patient history details are assembled, admissions and discharges completed in a timely fashion.
- Develop and maintaining general office systems and procedures to ensure efficiency
- Data entry, data collection and preparation of statistical information
- Word processing, spreadsheets and power point as required
- Undertake the full range of clerical duties and activities including filing, faxing, emailing and photocopying as required
- Establish and maintain the unit filing and record system
- Organise patient appointments
- Monitoring and ordering of stationery and stores
- Participate in team/departmental meetings and other organisational meetings as required
- Participate in staff development and training as required
- Maintaining accurate records, statistics and reports as needed
- Participate in service development as required
- Other duties as determined by nurse manager

Personal Attributes:

- Clear and polite interpersonal skills
- Excellent telephone manner and customer service skills
- Ability to interact and communicate with a diverse range of people at all levels
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn

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. Experience working with patients, families, multidisciplinary teams
2. Experience working within an office performing reception tasks.
3. A demonstrated ability to take responsibility for managing own work to achieve tasks as directed with minimal supervision.
4. A demonstrated ability to promptly follow through on inquiries, requests and complaints ensuring they respond to consumer needs.
5. Sound understanding of the key concepts of confidentiality in a health care environment.

Desirable

6. Experience with iPM and other health databases
7. Experience using PFM, Oracle, Kronos
8. Basic or advanced medical terminology.

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.