

# Position Description

## Position Title: Administration Ward Clerk - Casual

<b>Classification:</b>	Administration Officer Grade 1
<b>Business unit/department:</b>	Nursing Workforce Unit
<b>Work location:</b>	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
<b>Agreement:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Employment type:</b>	Casual
<b>Hours per week:</b>	0
<b>Reports to:</b>	ADON, Nursing Workforce Unit
<b>Direct reports:</b>	0
<b>Financial management:</b>	Budget: N/A
<b>Date:</b>	2026

### Position purpose

The ward clerk will provide professional efficient administration functions to enhance patient care and service delivery.

### About the Nursing Workforce Unit

The casual ward clerk role is a flexible role that sees the staff member working across a variety of clinical departments across Austin Health. Allocation of shifts is managed by the Nursing Workforce Unit according to organisational need based on supplementary staff requirements, submitted availabilities for casual staff to work and confirmation of bookings.

### Position responsibilities

#### Role Specific:

- Collaborate with nursing staff and promote excellent customer service, which delivers prompt and efficient response to customer.
- Communicate effectively and promote a supportive team approach within the ward to ensure good working relationships.
- Work within Occupational Health and Safety guidelines.
- Ensure patient confidentiality at all times in accordance with the Privacy Act.

- Maintain clinical files in accordance with relevant policies and legislation, including admission and discharge of patients.
- Maintain medical records including file reports and ensure adequate supply of patient labels
- Maintain ward-related records and databases as directed.
- Provide organisational support of patient movement and the delivery of care as directed by the patient care teams.
- To screen and appropriately priorities all telephone calls and enquiries for the unit.
- To receive, sort and priorities all Inpatient correspondence.
- Photocopy, collate and finish documents and reports, filing as required.
- Establish a system for and maintain adequate supplies of stationery and stores supplies.
- Where appropriate, respond to all relevant correspondence and requests for information.
- Ensure timely communication of information.
- Make appointments and distribute Discharge information to patients and GP's.
- Facilitate Interpreter bookings as required
- Facilitate outpatient appointments

#### **Maintain consistent performance standards by teaching and learning:**

- Keep up to date with changes in administration policies and procedures.
- Utilise staff development opportunities.
- Identify the specific roles and responsibilities of the position

#### **Foster a high standard of service delivery based on collaborative practice:**

- Receive urgent diagnostic results and distribute report to Nurse-in-Charge/Medical Officer
- Provide clear and concise communication with staff, patients and the public in the process of performing duties.
- Relay messages in an efficient and effective manner.

#### **Assist the Nurse Unit Manager to ensure financial responsibility to optimise service delivery.**

- Demonstrate respect for equipment and report faulty equipment promptly.
- Develop and implement administrative initiatives that are cost effective.

### **Selection criteria**

#### **Essential Knowledge and skills:**

- A commitment to Austin Health values
- Well developed communication skills including professional telephone technique
- Customer service and teamwork experience
- Sound administrative skills
- Basic IT skills
- An understanding of and commitment to patient confidentiality
- Flexibility and reliability
- Professional presentation
- Ability to work in an environment of change
- Motivation and commitment to ongoing development

#### **Desirable but not essential:**

- Medical terminology
- A sound understanding of information technology including clinical systems and applications relevant to the role and/or department



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our best**



**Together  
we achieve**



**We shape  
the future**

## Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

## Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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