

Austin Health Position Description



Position Title: Ward Clerk

Classification:	Admin Officer Grade 1
Business Unit/ Department:	Ward 5 West
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Part-Time
Hours per week:	20 Hours from 1600-2000 Monday to Friday
Reports to:	Nurse Unit Manager Ward 5 West
Direct Reports:	0
Financial management:	Budget: 0
Date:	08/04/2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

The ward clerk will provide efficient reception and clerical services, maintain patient records and uphold the philosophies of the unit.

The ward clerk will deliver customer focused service to patients, their families and visitors, and provide administrative assistance to the clinical ward staff and accurate data transmission of patient movement.

About Ward 5 West

Ward 5 West at Austin Health is a 28 bed medical respiratory ward located on level 5 of the Austin Tower at the Austin Campus. The ward incorporates 2 High Dependency Beds (HDU), Victorian Respiratory Support Service (VRSS), Ventilation Weaning Unit (VWU) and Infectious Diseases Unit. There is also a 2 bed sleep laboratory situated within the ward.

Ward 5 West provides care for patients with respiratory illnesses, such as Chronic Obstructive Pulmonary Disease, Respiratory Failure, Pneumonia, Asthma, Bronchiectasis and Obstructive Sleep apnoea. The VWU is located in a 4 bed bay on the ward and provides specialised high level respiratory care for patients who require short term assistance with their breathing via a mechanical ventilator.

The unit is staffed by:

- The Nurse Unit Manager (NUM) who is in charge of all staff and the overall running of the unit.
- Skilled Respiratory Nurses who provide patient care
- A Ward Clerk, who answers the telephone, assists with inquiries, and arranges appointments and organises the ordering and delivery of supplies
- Personal Service Assistants (PSAs), who keeps the unit clean and tidy and assist with patient transport around the hospital.
- Respiratory Consultants, registrars and residents provide medical care to patients
- Ward 5 West Liaison who coordinates and plans admissions into the ward
- Allied Health including Physiotherapists, Occupational Therapists, Speech Pathologists, Pharmacists, Dieticians and Social Workers

Purpose and Accountabilities

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 relationship.
- 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, both from other wards and directly.
- Maintain medical records including file reports and ensure adequate supply patient labels
- Maintain ward-related records and databases as directed.
- Partake in ward specific meetings and circulate relevant minutes
- Provide organisational support of patient movement and the delivery of care as directed by the patient care teams.
- To screen and appropriately prioritise all telephone calls and enquiries for the Inpatient Unit.
- To receive, sort and prioritise all Inpatient correspondence.
- Photocopy, collate and finish documents and reports, filing as required.
- Establish a system for and maintain adequate supplies of stationary and stores supplies.
- Where appropriate, respond to all relevant correspondence and requests for information.
- Ensure timely communication of information.
- To timely make appointments and distribute Discharge information to patients and GP's, where relevant.
- 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.

All Employees

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.

- Engage in processes to monitor service delivery and participate in improvement activities.
 - Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and do not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer
 - Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Participate in the emergency incident response activities as directed

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- 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 for Performance in the Position

- Medical terminology

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	