

Austin Health Position Description



Position Title: Ward Clerk

Classification:	Administration Officer HS1
Business Unit/ Department:	Continuing Care Division – Heidelberg Repatriation - Ward 11
Agreement:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Full-Time
Hours per week:	38 hours
Reports to:	Ward 11 Nurse Unit Manager
Direct Reports:	0
Financial management:	Budget:0
Date:	December 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising 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 and 3,000 nurses, 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 to change healthcare for the better through world class research, education and exceptional patient care.

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 11

Ward 11 is an energetic 28 bed Rehabilitation unit that specialises in Orthogeriatrics, wound management and geriatric evaluation and management.

Rehabilitation aims to improve independence and confidence by restoring and relearning skills that have been affected by illness or injury. Each patients' goals are individualised after assessment by the multidisciplinary team, the Ward 11 team includes; medical, nursing, physiotherapy, occupational therapy, speech pathology, dietetics, discharge coordinator and social work.

The goals of rehabilitation are to return patients back to premorbid function, many patients return to their previous residence. Some patients may require geriatric evaluation and discharge planning to residential care. The ward clerk is an essential member of the Ward 11 team to ensure smooth transmissions of patient movement.

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.
- 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.
- 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 Pulse](#))
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

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

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	