

Position Description

Ward Clerk Ward 6 West & Ward 6 East

Classification:	Administrative Officer Grade 1
Business unit/department:	Ward 6 West
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38
Reports to:	Nurse Unit Manager Ward 6 West
Direct reports:	0
Financial management:	Budget:0
Date:	August 2026

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 the Directorate/Division/Department

The role sits within the Surgery, Anaesthesia and Procedural Medicine Division within Acute Operations of Austin Health.

Ward 6 West comprises of Neurosurgical; Vascular surgical and Ear Nose and Throat surgical patients. The environment is fast paced and the ward clerk is required to work closely with many disciplines including nursing staff; medical staff; allied health and patients and families.

Position responsibilities

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

Role Specific:

- Collaborate with nursing staff and promote excellent customer service, which delivers prompt and efficient response to customers.
- Communicate effectively and promote a supportive team approach within the ward to ensure good working relationship.
- Work within Occupational Health and Safety guidelines.
- Always ensure patient confidentiality 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 prioritise all telephone calls and enquiries for the 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 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.



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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.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Credentialing and Scope of Clinical Practice

Not Required for this role

Selection criteria

Essential skills and experience:

- 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
- Maintain professional demeanor in a busy and sometimes stressful environment.

Desirable but not essential:

- Intermediate to advanced IT skills, particularly Microsoft office
- Medical terminology
- A sound understanding of information technology including clinical systems and applications relevant to the role and/or department.



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Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role.

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.
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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



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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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