

Position Description

Ward Clerk – Cardiac Catheristation Laboratory

Classification:	Administration Officer Grade 1
Business unit/department:	SAPM : Division of Surgery, Anaesthesia & Procedural Medicine, Perioperative Services - Anaesthesia
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Fixed-Term Part-Time
Hours per week:	As per contract
Reports to:	Nurse Unit Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The ward clerk in the Cardiac Catheterisation Laboratory in 5 North will provide efficient reception and clerical services, billing assistance, 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. The ward clerk will be proficient in navigating the hospital IT platforms to support the flow of cardiology patients.

About the Directorate/Division/Department

The Cardiology Department, as part of SAPM (Surgery, Anaesthesia and Procedural Medicine), is responsible for the provision of cardiac services within the specialty to patients across Austin Health. Located at the Austin site, the Unit is committed to the provision of high-quality research based patient

care.

The Cardiac Catheterisation Laboratory (CCL) is located on Level 5 North, Austin Tower and provides a diagnostic and interventional service for patients with cardiovascular disease. The normal operating hours are from 0730-1830 Monday to Friday. The CCL also has 24 hours, 7 days per week on call service for emergency procedures. There is a day recovery area for patient management pre and post cardiac procedures, which is open from 0730-1830 Monday to Fridays. .

Position responsibilities

- To 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 relationships.
- Maintain clinical files in accordance with relevant policies and legislation, including admission and discharge of patients
- Maintain medical records including filing of reports and ensuring adequate supply of patient labels.
- Maintain ward-related records and databases as directed.
- To screen and appropriately prioritise all telephone calls and enquiries for the ward.
- 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.
- Generate and send new patient letters and appointment letters.
- Provide organisational support of patient movement and the delivery of care as directed by the patient care teams.
- To receive, sort and prioritise all inpatient correspondence.
- Photocopy, collate and finish documents and reports, filing as required.
- Where appropriate, respond to all relevant correspondence and requests for information.
- Ensure timely communication of information.
- To make timely appointments and distribute discharge information to patients and GP's, where relevant.
- Demonstrate respect for equipment and report faulty equipment promptly.
- Facilitate interpreter bookings as required.
- Facilitate outpatient appointments.
- Make ambulance booking for patient transfers as required.
- Report maintenance faults.
- Process and complete Oracle orders.
- To work within Occupational Health and Safety guidelines.
- Ensure patient confidentiality at all times in accordance with the Privacy Act.



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Selection criteria

Essential skills and experience:

- Highly organised, the ability to prioritise work and multi-task in an extremely busy environment.
- Demonstrate excellence in customer service.
- Ability to work collaboratively as a supportive member in a large and diverse team.
- Ability to work independently, pro-actively and on own initiative.
- Well-developed communication skills including professional telephone technique.
- Sound IT skills
- Accurate keyboard skills and sound administrative skills.
- Ability to work in an environment of change and under pressure.

Desirable but not essential:

- Proficient in medical terminology
- Knowledge of and/or experience in the healthcare industry
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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.



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- 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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