

Austin Health Position Description



Position Title: Ward Clerk

Classification:	Administrative Officer Grade 1
Business Unit/ Department:	Ward 7 North: Medical Services Division
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Part-Time
Hours per week:	Part-Time: 17
Reports to:	Nurse Unit Manager 7 North
Financial management:	Budget:
Date:	September 2025

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 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

- To deliver a customer focused service to patients, their families and visitors.
- To deliver administrative assistance to the clinical ward staff and accurate data transmission of patient movement
- The ward clerk will provide reception and clerical services, maintain patient records and uphold the philosophies of the unit.

About Ward 7 North

7 North is a busy acute 24-bed inpatient unit located on Level 7 of the Austin Tower, co-located with the Central Dialysis Unit (CDU).

Our specialty is in patients with renal & vascular disease, but our patient cohort varies greatly including medical, surgical & palliative care.

Admission is either through the Emergency Department, Outpatients Clinic, CDU, Satellite Dialysis Units or as a Direct Admission from the community.

Ward 7 North provides a safe, friendly and supportive environment with a strong patient focus, & we aim to achieve an optimal outcome for all our patients.

We strive for continual quality improvement with care and compassion for all.

Purpose and Accountabilities

Role Specific:

- To 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.
- To 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 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 make timely appointments and distribute discharge information to patients and GP's, where relevant.
- Facilitate interpreter bookings as required.
- Facilitate outpatient appointments.
- Abide by Austin Health corporate policies and practices as varied from time to time.
- Participate in Austin Health performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.

Maintain consistent performance standards by teaching and learning:

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

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

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

Assist the Associate Nurse Manager and Nurse Unit Manager to ensure financial responsibility to optimise service delivery.

1. Demonstrate respect for equipment and report faulty equipment promptly.
2. 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/>
- 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.
- Customer service and teamwork experience.
- Well-developed communication skills including professional telephone technique.
- Accurate keyboard skills and sound administrative skills.
- Clerical experience with updated computer skills including clinical systems such as Cerner, Trak, ambulance bookings, outpatient appointments etc.
- 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.
- Good understanding of medical terminology.
- Good phone manner and is able to work under stress.

Desirable but not essential:

A sound understanding of risk management reporting or as required for 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	