Position Description

Ward Clerk

Classification:	Administrative Officer Grade 1 (HS1 - HS17)
Business unit/department:	Ward 8 North
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
	Choose an item.
	Choose an item.
Employment type:	**Fixed**-Term Part-Time
Hours per week:	24 Monday, Wednesday & Thursday 7.00am – 3.30pm
Reports to:	Nurse Unit Manager
Direct reports:	Nil
Financial management:	Nil
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

This position will assist the department in the daily clerical and administrative operations. The Ward Clerk will work collaboratively to achieve an efficient and effective quality customer service. Perform the duties of this position efficiently to the standards of the department, including Austin Health Position Description Local Work Environment participating in the Austin Health performance appraisal program

About the Directorate/Division/Department

Ward 8 North is a 32 bed Orthopaedic/Plastic surgery unit catering for both elective and emergency admissions. With Austin Health being the major spinal referral centre for Victoria, 8 North accepts all spinal fractures not resulting in cord damage.

Position responsibilities

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Effective communication and promote a supportive team approach within the ward to ensure good working relationships and a prompt efficient response to a customer
- Effective communication to promote a supportive team approach within the department to ensure a good working relationship.
- To 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
- Provide organisational support for patient movement and the delivery of care as directed by the patient care teams.
- To appropriately prioritise all telephone calls and enquiries for the inpatient unit.
- To receive, sort and prioritise all inpatient correspondence.
- Be able to manage the complexity of multiple enquiries at once, able to prioritise and differentiate between clerical and clinical enquiries from key stakeholders in a timely fashion
- Photocopy, collate and finish documents and reports, filing as required.
- Establish a system for and maintain adequate supplies of stationery and stores supplies, utilising Oracle Fusion Cloud ordering system.
- Competency in identifying and reporting faults and breakdowns through the maintenance program • Coordinate and collaborate with other ward clerks on outstanding requests and tasks for the day.
- Arrange outpatient appointments and distribute discharge information to patients and GP's,
- Co-ordination of patients/ nursing/ PSA's to X-ray, vascular laboratory, theatre, SAEC, etc.
- Facilitate interpreter bookings as required.
- To initiate and implement new processes that would contribute to the ongoing cost-effective improvements of the areas
- Ensure adequate utilisation of transit lounge along with the ANUM to ensure optimal patient flow is maintained

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values
- Demonstrated competency in the use of Microsoft Office products including Access, Excel, Word and Outlook
- Ability to co-ordinate activities and allocate priorities in an extremely busy department
- Understand and demonstrate the principles of working within a team

- Ability to manage patient records and filing in accordance with organisational and legislative policy and procedure.
- Ability to work under pressure and remain focused.
- Demonstrated ability to be self-motivated with a commitment to best practice in customer service
- An understanding of and commitment to patient confidentiality.
- Demonstrated ability to promote a professional and caring image and sensitivity to the specific needs of the diverse range of patient groups e.g. non-English speaking background, veterans and the aged

Desirable but not essential:

- Medical Terminology

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.

General information

Cultural safety
Austin Health is committed to creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.