

Position Description



1. General Information

Position Title:	Ward Clerk
Division/Department:	
Position Reports to:	Nurse Unit Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2014
Classification/Grade:	
Location:	
Employment Status:	
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	 Nil Nil
Key Relationships - internal and external	Nurse Unit Manager Nursing Staff and all ward/unit staff (eg. allied health, support services, etc) Visiting Medical Officers (VMOs) Patients and families Any person who has cause or business to interact with the ward/unit

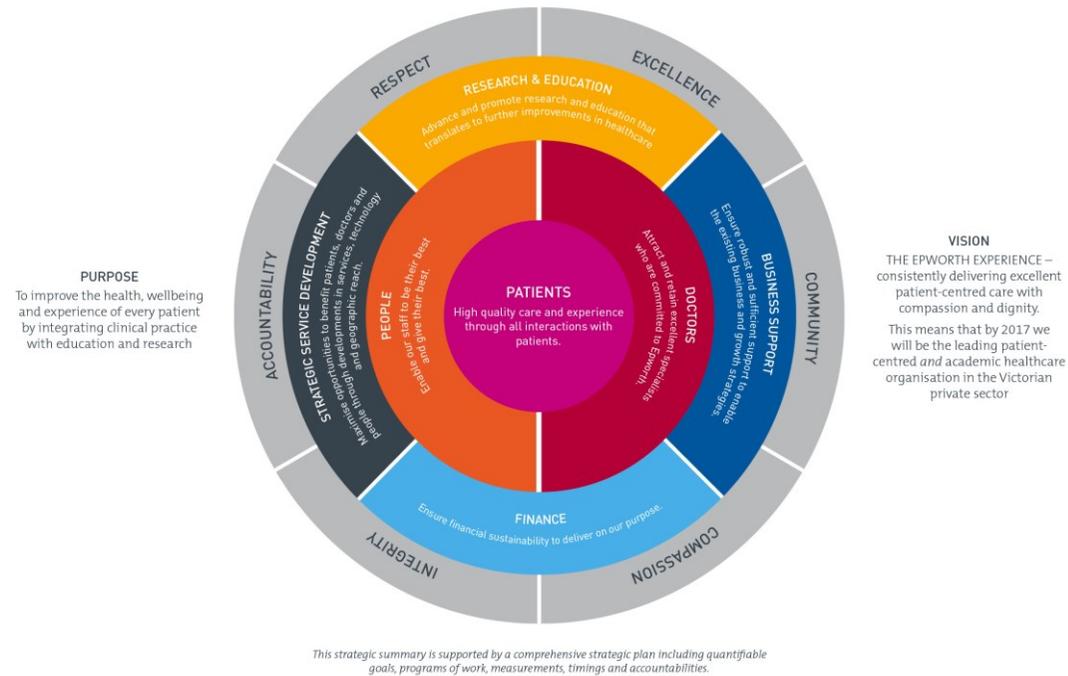
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

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Overall this position links to the following elements of the Epworth Strategy.

Patients - High quality care and experience through all interactions with patients

People - Enable our staff to be their best and give their best

Doctors - Attract and retain excellent specialists who are committed to Epworth

Finance - Ensure financial sustainability to deliver on our purpose

Business Support - Ensure robust and sufficient support to enable the existing business and growth strategies

3. Purpose of the Position

Provide administrative support to ensure efficient ward operations and excellence in customer service to all patients, visitors, medical staff and unit staff. This position must maintain privacy and confidentiality at all times.

4. Key Accountabilities

KEY RESULT AREAS + KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>1. Administrative and Operational Support</p> <p>Admission/Discharge Process</p> <ul style="list-style-type: none"> • Keep patient management system ‘live’ with timely and accurate management of admission, discharge and other patient details • All patients to have estimated discharge dates on iPM • Patient Services Centre is notified of any patients directly admitted to Ward within one hour • Timely and effective communication with Patient Services Centre, Hospital Coordinators and Health Information Services <p>Record Administration</p> <ul style="list-style-type: none"> • Manage Medical Records in alignment with HIS requirements and policy • Accurate and timely compilation of admission and discharge documentation, including ward care guides <p>Resource Management</p> <ul style="list-style-type: none"> • Effective monitoring of stock and supply, with a view to timely replenishment as required • All Patient Transport Bookings to be made day before discharge, or as soon as discharge confirmed, and made at the most cost effective rate available • Effective utilization of Epworth Healthcare IT programs relevant to the role (e.g. BOSSnet, Pathology, Imaging, Tech1 etc.) • Coordinate the maintenance of biomedical and office equipment, with all broken equipment to be labeled and logged on Tech one within 2 hours 	<ul style="list-style-type: none"> I. 100% of all patient transport jobs completed using appropriate tools/technology available II. Medical Records compiled and returned to HIS within 24 hours of discharge III. All staff notified prior to end of month when any mandatory training expires.

<p>NUM Support</p> <ul style="list-style-type: none"> • Timely and accurate preparation of relevant lists, phone and other reports for the area/department • Administrative Assistance to the NUM including coordinating the completion of mandatory training and other Ward KPI's for staff • Administrative assistance to the NUM including preparation and distribution of meeting minutes, and organising all staff to complete annual mandatory competencies and other Ward KPI's • Complete other duties as directed by the department manager 	
<p>2. Customer Service</p> <p>Communication</p> <ul style="list-style-type: none"> • Carry out role in accordance with AIDET principles • Provide timely response to enquiries and escalation of issues as appropriate • Provide high-level customer service and communication to unit staff, medical staff, patients and visitors • Acknowledge all visitors attending reception at time of arrival <p>Quality</p> <ul style="list-style-type: none"> • Enter all compliments into Riskman • Actively work with the NUM and broader team to identify opportunities to improve and further enhance the experience of all customers to the unit 	<p>IV. 100% of telephone calls answered within fifteen seconds</p> <p>V. Press Ganey Patient Satisfaction results</p>
<p>3. Team Effectiveness</p> <p>Team development</p> <ul style="list-style-type: none"> • Establish positive relationships with colleagues <p>Role Model</p> <ul style="list-style-type: none"> • Respond to changing priorities and situations with flexibility and positivity • Actively contribute to a positive work environment with colleagues • Be a positive role model on the ward • Mentor and orientate all new staff, students and doctors to the Ward, including new clerks 	<p>VI. Attendance at 90% of ward clerk forums, ward meetings and 'huddles'.</p>

<p>4. Professional Development</p> <p>Mandatory Training</p> <ul style="list-style-type: none"> • Personal annual training maintained at all times <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Identify and prioritise professional development, be responsible for own learning • Management of designated work portfolios. 	<p>VII. Participation in at least 1 professional development program/annum</p>
<p>5. Quality and Safety</p> <p>Health & Safety</p> <ul style="list-style-type: none"> • Adhere to Epworth’s health and safety policies, protocols and safe work procedures • Challenge and evaluate work practices and systems, identifying inefficiencies and take initiative to propose improvements • Maintain a clean, organised and safe working environment • Report OH&S hazards and incidents in Riskman <p>Quality Improvement</p> <ul style="list-style-type: none"> • Run daily exceptional statistics report and amend any errors • Educate staff around data entry errors and solutions • Participate in quality initiatives as required 	<p>VIII. Ensure 100% real time data entry accuracy (as per IPM error report)</p>

5. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	
Previous Experience	<ul style="list-style-type: none"> • Relevant experience in an administrative role in healthcare setting.
Required Knowledge & Skills	<ul style="list-style-type: none"> • Medical terminology competence • Well developed computer skills including knowledge of Microsoft Office suite and clinical patient management software • Effective communication and interpersonal skills • Competent administrative skills • Effective problem solving skills • Ability to work effectively without direct supervision
Personal Attributes & Behaviours All employees are expected to consistently work in accordance with Epworth's values and behaviours.	<ul style="list-style-type: none"> • Customer Focus – strong customer focus to drive holistic person-centred care to patients and provide support to carers and families. • Sets priorities and works effectively in a high pressure environment • Participates in team based environment • Committed to Epworth vision and values • Committed to ongoing professional development and learning • Committed to continuous quality improvement

Safety at Epworth

At Epworth HealthCare, a safe workplace will be provided for all staff and other personnel including contractors, agency staff, volunteers and students. All personnel will be informed about the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. All personnel are required to adhere to Epworth's health and safety policies, protocols and safe work procedures.

Physical Requirements of the Position			
Element	Weight range/Activity	Assistance Available	Maximum Frequency
Undertake manual handling of equipment and supplies	Lifting, pulling, pushing, moving, transferring, twisting and supporting Up to 15kg	Trolleys Foot Ladders	Daily
Use technology including photocopiers, telephones, mobiles phones and faxes	Reaching, Stretching, Twisting		Daily
Undertake administrative tasks including intensive computer/keyboarding work, filing, writing and concentrating for long periods of time	Sitting, Reaching, Bending, Twisting	Trolleys Ergonomic work station	Daily
Transporting of patients via wheelchair	Pushing		Daily

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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2015	November 2015	Executive Director Clinical Services

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____