

1. General Information

Position Title:	Ward Clerk
Division/Department:	Camberwell Rehabilitation Units
Position Reports to:	Nurse Unit Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2018
Classification/Grade:	Ward Clerk (year to be determined according to experience)
Location:	Epworth Camberwell, Hawthorn or Richmond
Employment Status:	
Resource Management (for Management positions only)	
Number of Direct Reports:	Nil
Budget under management:	Ni
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

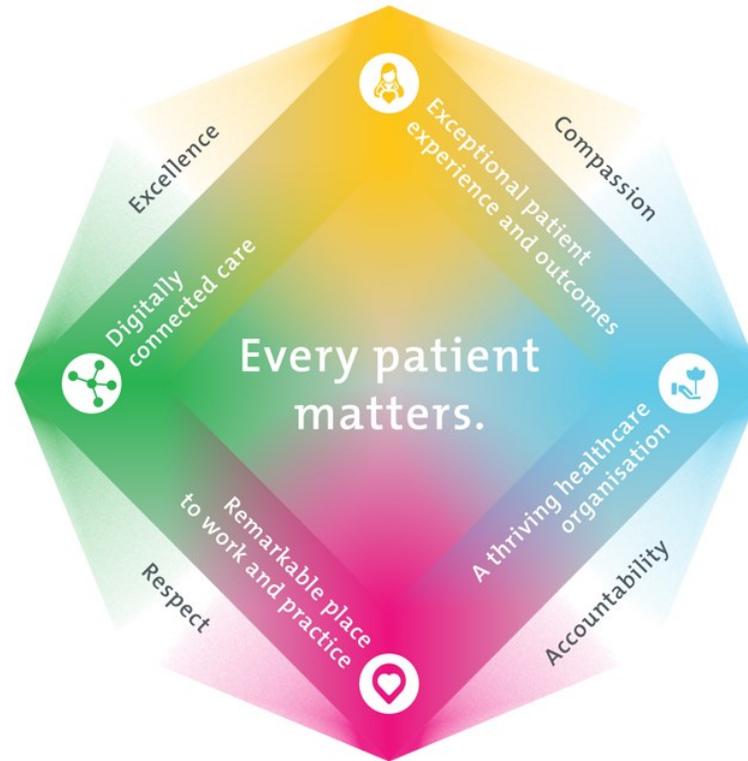
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. 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.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Administrative and Operational Support</p> <p>Reception / Admission / Discharge Process</p> <ul style="list-style-type: none"> Provision of reception services to the ward / department, including answering phones, greeting patients, visitors and doctors and providing information and directions Collation and provision of patient admission packs 	<p>Orientate new patients/families to the ward, including use of Point of Care (where relevant) and location of patient lounge facilities</p>

<ul style="list-style-type: none"> • Keep patient management system ‘live’ with timely and accurate management of admission, discharge and other patient details • Email communication regarding planned admissions to the multi-disciplinary team • Completing patient admission “sign-ups” • Timely management of patient transport bookings, including for external appointments and discharge as soon as discharge confirmed, and made at the most cost-effective rate available • Effective monitoring of stationary, medical record forms and other supplies as directed by the NUM, ensuring timely replenishment as required, being mindful of ward budget • Entering FIM and AROC data <p>Record Administration</p> <p>Manage Medical Records in alignment with HIS requirements and policy</p> <ul style="list-style-type: none"> • Accurate and timely compilation of admission and discharge documentation • Send discharge summaries to patient GP’s • Effective utilisation of Epworth Healthcare IT programs relevant to the role (e.g. BOSSnet, Pathology, Imaging, Tech1 etc.) • Coordinate the maintenance of biomedical and office equipment as requested by the NUM, with all broken equipment to be labelled and logged on Tech 1 within 2 hours 	<p>All patients admitted to the ward will be met by ward clerk within 1 business day to complete sign-ups and check all IPM data including email address and GP details</p> <p>All admit FIM’s to be entered into within 48 hours of admission and discharge FIM’s 2 business days before discharge</p> <p>All patients have completed discharge summaries</p> <p>Medical Records compiled and returned to HIS within 24 hours of discharge or by next business day</p>
<p><u>Nurse Unit Manager Support</u></p> <ul style="list-style-type: none"> • Timely and accurate preparation of relevant lists, phone and other reports for the ward • Administrative assistance to the NUM including preparation and distribution of meeting minutes 	

<ul style="list-style-type: none"> • Complete of other duties as directed by the NUM 	
<p><u>Team Effectiveness</u></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 	<p>Attendance at any ward clerk forums, ward meetings and ‘huddles’</p>
<p><u>Professional Development</u></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 	
<p><u>Customer Service</u></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously 	<ul style="list-style-type: none"> • Use AIDET principles in all interactions • Issues / concerns are escalated to the NUM and resolved in a timely manner

<ul style="list-style-type: none"> Actively seek to understand patients' and their family's (customers) expectations and issues Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service Responds quickly and proactively escalate concerns when necessary 	
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> Business Administration or similar
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> Relevant experience in administration <p>Desirable</p> <ul style="list-style-type: none"> Relevant experience in an administrative role in healthcare setting.
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> 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

Position Description



	<ul style="list-style-type: none"> • Ability to work effectively without direct supervision <p>Desirable</p> <ul style="list-style-type: none"> • Medical terminology competence
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <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

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
November 2015	April 2025	Suzie Hooper DCS Epworth Camberwell

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: _____