

## Statement of Duties

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| <b>Position Title:</b> Ward Clerk   | <b>Position Number:</b><br>Generic                  | <b>Effective Date:</b><br>January 2015 |
| <b>Group and Unit:</b> Tasmanian Health Service (THS) – Launceston General Hospital (LGH) |   |  |
| <b>Section:</b> Various   | <b>Location:</b> North                              |  |
| <b>Award:</b> Health and Human Services<br>(Tasmanian State Service)                      | <b>Position Status:</b> Permanent/Fixed Term/Casual |  |
|   | <b>Position Type:</b> Full Time/Part Time/Casual    |  |
| <b>Level:</b> Band 2  | <b>Classification:</b> General Stream               |  |
| <b>Reports To:</b> Nurse Unit Manager   |   |  |
| <b>Check Type:</b> Annulled   | <b>Check Frequency:</b> Pre-employment              |  |

### Focus of Duties:

To provide an effective and efficient clerical, administrative and reception support in the hospital wards, with functions undertaken under general direction, based on established procedures and practice.

To provide an effective front line service to the public.

### Duties:

1. Administrative and clerical duties associated with the efficient operation of the ward, including admission, discharge and transfer of patients and the maintenance of patient records.
2. Arrange for receipt and dispatch of correspondence, specimens, reports and x-rays for Doctor's rounds, Theatre and clinical meetings.
3. Update computerised ADMI system as required. Forward computerised bed returns to Patient Information Management Services (PIMS) with appropriate collated patient records on a daily basis.
4. Call the relevant response codes during emergency situations.
5. Accept all patients pre-medication calls and forward to appropriate nursing staff, and collect and process TV money.
6. Notify repair and maintenance of all ward based equipment and furniture, including all mechanical, plumbing and electrical faults.

7. Assist with the training of ward clerks, trainees and work experience students.
8. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
9. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### **Scope of Work Performed:**

- Directly responsible and accountable to the Nurse Unit Manager.
- Responsible for standards and accuracy of clerical related activities.
- Responsible for maintenance of patient confidentiality requiring optimum discretion.
- Involved in decision making at ward level.
- Operate autonomously for day to day ward clerk activities.
- General direction from PIMS area and general supervision for the Nurse Unit Manager.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a) crimes of violence
  - b) sex related offences
  - c) serious drug offences
  - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

**Selection Criteria:**

1. Ability to organise and prioritise workflow unsupervised according to demand.
2. Comprehensive knowledge of hospital resources with ability to coordinate and implement clerical procedures and policies at unit level and assist medical/nursing staff and clients.
3. Well-developed interpersonal and high-level communication skills with the ability to participate in a multi-disciplinary teamwork environment.
4. Ability to empathise with patients and or families in stressful situations, maintaining strict patient confidentiality.
5. Competent in using patient information software together with the ability to use the computer for word processing, database and spreadsheets or the ability to acquire such skills.

**Working Environment:**

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.