



## ROLE DESCRIPTION

<b>Role Title:</b>	Ward Clerk		
<b>Classification Code:</b>	ASO2	Position Number	M57553
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (CALHN)		
<b>Site/Directorate</b>	The Queen Elizabeth Hospital		
<b>Division:</b>	Heart and Lung		
<b>Department/Section / Unit/ Ward:</b>	Cardiology North 1A		
<b>Role reports to:</b>	Business Consultant, Heart and Lung		
<b>Role Created/ Reviewed Date:</b>	June 2022		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
Provides general clerical and confidential administrative duties which contribute to effective patient care and ward administration. This entails using a teamwork approach, liaising with clinical and nursing staff in the management of patient admissions, transfers and discharges, training new ward clerks, liaising with other hospital departments and staff and assisting in the provision of general and clinical care to patients.

<b>Direct Reports:</b>
N/A

<b>Key Relationships/ Interactions:</b>
<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>Works closely with the Nurse Unit Manager (NUM) and Medical Staff using a teamwork approach, liaises with clinical staff, nursing staff in the management of patient admissions, transfers, discharges and training new ward clerks.</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>Liaises with other hospital departments and staff and assists in the provision of general and clinical care to patients.</li> </ul>

<b>Challenges associated with Role:</b>
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> <li>Staff are multi-skilled in all aspects of the Central Adelaide LHN Administrative Support Service and perform duties autonomously and undertake responsibilities for the delivery of</li> </ul>

administrative support in periods of high demand in a busy environment.

- Role is currently shared FTE with another Ward Clerk that requires good communication and coordinating skills.
- Casual back fills arise occasionally requiring training and constructive feedback.

#### Delegations:

Nil

#### Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

#### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.

- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

#### **Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

#### **Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

#### **White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

#### **Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Integrity Statement:**

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Ensure high quality service provision:	<ul style="list-style-type: none"> <li>• Operating Hospital databases, including ATS, PMI, OACIS and PBS patient information systems or other relevant systems.</li> <li>• Applying administrative practices, procedures, knowledge, and techniques.</li> <li>• Operating and maintaining the confidential client record system within a ward ensuring accuracy of patient details.</li> <li>• Ensure the timely completion &amp; recording of in-patient episodes of care at the ward level, for funding purposes by using processes that are in place.</li> <li>• Liaising with other hospitals and health units regarding patient transfers and referrals.</li> <li>• Attending to telephone enquiries and assessing the patient/client/consumer's needs and offering the appropriate service.</li> <li>• Attending to the reception and admission of patients and assisting in the overall management of patient admissions and discharges.</li> <li>• Contribute to the maintenance and supply of equipment, supplies and services in the ward.</li> </ul>
Contribute to the overall day to day operations of the ward in connection with administrative and clerical requirements of patient management:	<ul style="list-style-type: none"> <li>• Organising outpatient appointments/investigations in appropriate time frame and geographical proximity for patient/client/consumer.</li> <li>• Organising the retrieval of diagnostic tests in a timely manner.</li> <li>• Aiding support staff in the use of administrative and clerical requirements.</li> <li>• Being involved in the orientation of nursing, medical and other staff.</li> <li>• Under the direction of the Nursing Unit Manager, organise intra-hospital patient transfers and taking a record of clinical needs.</li> <li>• Providing efficient and effective levels of support to medical and nursing staff.</li> </ul>
Ensure patient-booking system is effectively handled and ensuring that all enquiries by telephone or in the ward are responded to effectively:	<ul style="list-style-type: none"> <li>• Co-ordinating patient bookings.</li> <li>• Interpreting clinical demand in line with procedures.</li> <li>• Liaising with hospital Transport Office and other organisations to arrange bookings or transfers for patients.</li> <li>• Assessing the patient/client/consumer's needs and offering the appropriate service or assistance in a courteous and confidential manner.</li> <li>• Contribute to the ongoing commitment to policies and procedure of the relevant health unit.</li> </ul>
Assist in the provision of quality improvement by taking a leadership role in quality control reviews through Equip and	<ul style="list-style-type: none"> <li>• Maintaining a strong customer focus.</li> <li>• Ensuring a commitment to continuous improvement.</li> <li>• Regularly reviewing and keeping abreast of all administrative and policy changes.</li> </ul>

improvement programs:	<ul style="list-style-type: none"> <li>• Participating in the design and conduct of quality assurance programs in the ward.</li> <li>• Assisting in planning improvements and changes to procedures e.g., devise and/or follow up recommendations from quality assurance programs.</li> <li>• Attending and participating in meetings and training workshops</li> <li>• Co-operating with employees to resolve any conflicts or difficulties encountered during duty.</li> <li>• Providing timely negotiation of leave and notification of sick leave with the Cardiovascular Administrative Manager that have impact on service delivery.</li> </ul>
To contribute toward the provision of a safe and healthy work environment for self and others by:	<ul style="list-style-type: none"> <li>• Reporting all accidents, incidents and near misses.</li> <li>• Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others.</li> <li>• Carrying out responsibilities as detailed in Occupational Health, Safety and Injury Management policies and procedures.</li> <li>• As required, achieve other outcomes commensurate with this classification level.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- Nil

#### **Personal Abilities/Aptitudes/Skills:**

- Skilled in written and verbal communication to interact effectively in all situations with patients, relatives, and visitors.
- Possess high level of interpersonal and communication skills and the ability to work with a multidisciplinary team.
- Ability to use a word processor and personal computer achieving a minimum speed and accuracy assessment of 30-40 wpm.
- Ability to use a computerised patient information system.
- Ability to readily assimilate new information and to work within broadly defined guidelines.
- Ability to resolve conflict and handle difficult situations with confidence.
- Ability to work independently and to be resourceful.
- Ability to be flexible, and to work under pressure to produce work of a high standard.
- Ability to deal with constant, urgent situations.
- Ability to train new staff, conduct staff training sessions and staff meetings.
- Ability to assess, plan, implement and evaluate multiple workloads and prioritise to meet deadlines.

#### **Experience**

- Relevant experience as a ward clerk in a hospital.
- Experience with Microsoft Word and other products.
- Experience in working in areas where confidentiality must be applied and maintained.

#### **Knowledge**

- Sound knowledge of medical terminology.
- Working knowledge of the organisation of a large hospital.
- Knowledge of medical records' policies and procedures.
- Sound knowledge of office procedures.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- Completion of or willingness to undertake relevant studies and/or courses.

#### **Personal Abilities/Aptitudes/Skills:**

- Ability to use computerised information systems.
- Ability to audio-type.

#### **Experience**

- Experience as a ward clerk in a health organisation.
- Experience with relevant office equipment and development of office procedures
- Experience in working in areas where confidentiality must be applied and maintained.

#### **Knowledge**

- Sound knowledge of Hospital structures, systems and procedures.
- Knowledge of the interrelationship of hospital departments.

## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).



CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Division/ Department:**

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"><li>- I am there for my patients and colleagues when they need me most.</li><li>- I put myself in my patients and colleagues shoes to understand their needs.</li><li>- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.</li><li>- I respect uniqueness in my colleagues, our patients and their families.</li></ul>
<i>Ideas driven</i>	<ul style="list-style-type: none"><li>- I look and listen to ensure I fully understand the problem and find a solution.</li><li>- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.</li><li>- I invest in my own learning and look for opportunities to explore and introduce new ideas.</li><li>- I am interested in critical research and how it informs creative thinking.</li></ul>
<i>Future focussed</i>	<ul style="list-style-type: none"><li>- I embrace leading practices and use them to evolve our ways of working.</li><li>- I lead and support change to improve patient and organisational outcomes.</li><li>- I am constantly on the look-out for opportunities to improve.</li></ul>
<i>Community minded</i>	<ul style="list-style-type: none"><li>- I put my hand up to lead work that matters.</li><li>- I am accountable and focused on value.</li><li>- I value and champion diversity.</li><li>- I embrace collaboration and constructive partnerships.</li></ul>

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

**Name:**

**Signature:**

**Date:**