



ROLE DESCRIPTION

Role Title:	Ward Clerk – 1A		
Classification Code:	AS02	Position Number	M43312
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Hampstead Rehabilitation Centre		
Division:	Administration		
Department/Section / Unit/ Ward:	General Rehabilitation		
Role reports to:	Administration Coordinator – Rehabilitation Services		
Role Created/ Reviewed Date:	February 2021		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (<i>minimal patient contact</i>)		

ROLE CONTEXT

Primary Objective(s) of role:
The Ward Clerk is accountable to the Clinical Services Coordinator of the respective ward, for the provision of general clerical and reception duties which contribute to effective client care management, bed management and ward administration in the wards. Accountable to provide guidance and advice to less experienced administration staff in the group.
Role Reports To:
➤ Administration Coordinator & Executive Assistant, NSR

Key Relationships/ Interactions:
<u>Internal</u> <ul style="list-style-type: none"> Communicates and liaises with a range of staff and persons in the unit as well as other multidisciplinary team members within the hospital. Patient/Client relations on site and outside campus Various Medical, Nursing, Administration and Allied Health staff The Administrative Officer is responsible to the Administrative Manager of the assigned work unit. <u>External</u> <ul style="list-style-type: none"> Interaction with clients, members of the public, other shareholders and trade staff

Challenges associated with Role:

Major challenges currently associated with the role include:

- Inpatient Behaviour
- Working within a changing CALHN and SA Health working environment.
- Supporting the development of new and emerging administration and ICT processes in a changing environment.
- Working autonomously exercising judgement and initiative

Delegations: N/A

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (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 Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *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 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.

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contribute to the overall day to day general administrative and clerical requirements of client management by:</p>	<ul style="list-style-type: none"> • Providing a front-line service to the ward • Directing visitors/relatives • Maintaining exceptional public relations • Providing appropriate support to clients, relatives and visitors • Attending to, screening and appropriately directing telephone calls • Ensuring that enquires regarding client welfare are dealt with promptly by directing enquires to relevant nursing or medical staff • Receiving, sorting and distributing mail • Making appointments for treatment or investigations • Arranging appointments to treatment areas • Requesting and collating casenotes, x-rays and other as required • Explaining information requirements to clients and/or other relatives and assisting them in completion of forms or provision of information such as insurance status and election options • Liaising with the client and/or relatives regarding GP information and recording this information on the client information system • Maintaining prompt, courteous and accurate communications with other administrative staff and with a variety of health professionals • Complying with and facilitating general communication processes within the ward (eg. ward diary, doctors diary and communication book) • Undertaking word processing tasks as required • Ensuring the maintenance and supply of administrative equipment, supplies and services to the ward • Liaising with other departments, clinical and non-clinical, as directed by clinical staff and line manager
<p>Assist in the management of client admissions and discharges by</p>	<ul style="list-style-type: none"> • Organising placement of clients in liaison with the CSC and Medical Officers within the service seeking to admit clients to the wards • attending to the election (admitting process) process by liaising with the client and/or relatives to ensure that appropriate documentation has been completed • orientation of new clients to the ward protocols and the Centre's services • liaising with clinical staff in preparing documentation for client discharge and recording discharges • liaising with the CSC for retrieval of client's personal effects

	<p>and with Reception for appropriate transport to home or to other agencies</p> <ul style="list-style-type: none"> • liaising with outside organisations during client admissions or for any post discharge services, eg Meals on Wheels, SEETEC, Guide Dogs Association, Metropolitan Domiciliary Care, etc. • Arranging any follow-up appointments as required • Book/organise family meeting as required • Checking and updating bed state and bed census details • Updating unit client lists to capture all client movements
<p>Contribute to the provision of effective client care management by maintaining accessible, complete and accurate records (medical records and computer records) of client details, booking lists and other details, including:</p>	<ul style="list-style-type: none"> • Requesting, correcting, adding to and updating identification, demographic, social, financial (insurance) and location data on the computer, in the casenotes and in ward documents as required by the hospital; • Recording client movements, transfers and discharges (planned and completed) and conveying this information to Medical Records in a timely manner. • Ensuring client details are up-to-date on SUNRISE and other computer systems as indicated • Filing documents in casenotes, organising replacement of casenote covers and organising the creation of new volumes as necessary • Redirecting documents which cannot be filed in the ward so that they can be included in the casenotes as soon as possible • Culling inactive documentation from the files and ward records on a regular basis • Liaising with the clerk in medical records responsible for maintaining the elective waiting lists/pre-admissions and other appropriate areas to ensure that all client information is complete and current • Recording casenote movements and maintaining other records • Adhering to procedures regarding the security of the medical record whilst held in the ward • Liaising with client and or family members re hospital/out of hospital appointments and for longer term clients organise and maintain an individual client appointment reminder calendar • Arrange client and or ward specific activities/functions as required (e.g. client BBQ days, outings for longer term clients, ward fund raising activities etc) • Providing statistics as required
<p>Assist in the efficient and effective running of the Ward by:</p>	<ul style="list-style-type: none"> • Assisting in the orientation and training of administrative staff; • Providing relevant statistics and other information to the Department • Participating in departmental/ward specific meetings, staff appraisal and staff development activities • Carrying out small projects (and information gathering) under direction (i.e. collecting and compiling information) e.g. Investigating complaints • Acting as a resource and providing general assistance to all staff regarding administrative requirements and hospital services

<p>Assist in the provision of quality improvement by taking a leadership role in quality control reviews through Equip and improvement programs such as:</p>	<ul style="list-style-type: none"> • Maintaining a strong customer focus • Ensuring a commitment to continuous improvement • Operating under the Code of Ethics for SA Public Sector Employees and RAH Corporate Policies, including RAH Confidentiality Code of Conduct • regularly reviewing and keeping abreast of all administrative and policy changes • taking action in preventing and correcting errors whenever possible • participating in the design and conduct of quality assurance programs in the Unit • assisting in planning improvements and changes to procedures (e.g.) devise and/or follow up recommendations from quality assurance programs • Attending and participating in meetings and training workshops • Actively contributing to the clerical forum • Participating in staff appraisal and staff development activities • Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty. As required assist administration staff in resolving difficulties and conflicts and report any major conflicts/difficulties to the Administrative Manager or delegate • Providing timely negotiation of leave and notification of sick leave with the Administrative Manager that have impact on service delivery.
<p>To contribute toward the provision of a safe, healthy and equitable work environment for self and others by:</p>	<ul style="list-style-type: none"> • Attending mandatory safety training programs • Contributing to a safe and healthy work environment through compliance with OHS&W requirements • Maintaining effective work practices • Making proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position) • Reporting all accidents, incidents and near misses • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and other; • Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures • Maintaining knowledge of and adhering to the principles standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment
<p>Implementation of Government, legislative and Organisational administrative policies and procedures to ensure compliance within the Division:</p>	<ul style="list-style-type: none"> • Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements • Contribute to the well-being of people in South Australia through participation 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 disaster

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Standard: Completion of or willingness to undertake relevant studies and/or courses relevant to the position

Personal Abilities/Aptitudes/Skills

- Proven ability to communicate appropriately and interact effectively in all situations with clients , relatives and visitors
- High standard of interpersonal and communication skills and the ability to work with a multidisciplinary team
- Possess the desire, initiative and ability to develop procedures in a practical manner
- Proven ability to work independently and be resourceful
- Proven ability to work under pressure and to produce work of a high standard
- Proven ability to assess, plan, implement and evaluate multiple workloads and prioritise to meet deadlines
- Demonstrated ability to readily assimilate new information and procedures and react positively in implementing changes
- Demonstrated ability to handle difficult situations with confidence
- A commitment to providing excellent service to persons requiring assistance and with people from varied backgrounds
- Proven ability to demonstrate team behaviours and participate in decision making
- Proven ability to problem solve, analyse information and initiate proposals and suggestions
- Current (last 6 months) keyboarding speed and accuracy assessment (minimum) of 50-60 wpm
- Good numeracy, spelling and grammar skills
- Ability to use computerised information systems

Experience

- Experience working with complex behaviour patients
- Experience in carrying out a wide range of administrative duties
- Experience using SUNRISE would be an advantage
- Experience in the use of Microsoft Office products, specifically Outlook, Word Excel and Word
- Experience providing a high level of effective customer service and confidentiality
- Experience using databases, word processing, data entry and spreadsheets
- Experience working within a hospital or health related environment
- Experience working within a multidisciplinary team

Knowledge

- A sound knowledge of policies relating to Occupational Health, Safety and Welfare, EEO and Personnel Management Standards as they relate to the scope of the position
- Knowledge of medical terminology
- Knowledge of general administrative procedures.
- Knowledge of and commitment to customer service principles

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

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

Personal Abilities/Aptitudes/Skills:

- Ability to demonstrate leadership and apply leadership principles
- Ability to present information and train administrative staff

Knowledge

- Knowledge of Hospital policies and procedures

Organisational Context

Organisational Overview:

Our mission at SA Health 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 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., Country Health SA 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 Care 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:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. 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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

Central Adelaide LHN's Commitment to Care is that we will improve the care we deliver to our patients by taking a holistic and comprehensive approach in four significant ways:

- Transforming Care – by re-aligning our services and continuously improve them to better support our patients and community.
- Supporting Care – by reforming our business and corporate service to better support our clinicians and support staff in delivering patient care.
- Enabling Care – by fostering an organisational culture where excellent and innovation thrive.
- Advancing Care – by creating meaningful research and development partnerships to collectively align our strategic directions, recognising our patients and our common purpose.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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 SA Health as described within this document.

Name: _____ **Signature:** _____ **Date:** _____