

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Ward Clerk
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals North – Launceston General Hospital
<b>Position Type:</b>	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
<b>Location:</b>	North
<b>Reports to:</b>	Nurse Unit Manager (relevant area)
<b>Effective Date:</b>	June 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Current Working with Children Registration (where applicable, and as determined by individual position requirements)</p> <p><i>*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 if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
<b>Desirable Requirements:</b>	<p>Previous experience working within a health care environment</p> <p>Previous experience in health related or other databases</p>

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Primary Purpose:

Provide a high standard of patient, client, visitor, and customer focused clerical, administrative, financial and reception services across the Launceston General Hospital (LGH).

- High quality patient/customer focused reception skills.
- Ability to provide administrative and clerical support across all areas of the LGH.

## Duties:

1. Provide frontline support and assistance with administrative operations of inpatient and outpatient wards, units and clinics which includes but is not limited to:
  - Assisting patients, members of the general public and clinical staff with enquiries
  - Admission, discharge, and transfer of patients including the updating of patient health information management systems as well as scheduling appointments to ensure ongoing patient/client care.
  - Accurately entering patient information into iPM (iPatient Manager) state-wide Patient Administration System (PAS).
  - Identification, collation and preparation of all clinical and related internal and external documentation into the scanned medical record in accordance with the Australian Standard AS 2828 Paper based healthcare records and Agency policies and guidelines.
2. Co-ordinating the receipt and dispatch of patient related correspondence, and requests, reports and medical imaging in preparation for ward rounds and clinical meetings.
3. Updating patient journey boards or electronic information systems as required. Accurately entering and retrieving patient information onto/from computerised patient information systems include the Digital Medical Record (DMR).
4. Emergency management and co-ordination:
  - Ability to activate relevant response codes in a timely manner.
  - Ability to assist and comply with the emergency management procedures relevant to the area.
5. Perform revenue procedures, statistical discharges and admissions to Wards/Units, in accordance with established processes including the compensable private patient scheme and Veterans' Affairs.
6. Maintain stores and stock supplies which includes:
  - Completing maintenance requests utilising the Pulse system
  - Reporting and submitting maintenance requests for all computers, fax machines and photocopiers to IT Services.
  - Ordering, restocking and maintaining stationery throughout the Ward/Unit.
  - Emptying of recycling bins when required.
7. Infection control requirements includes:
  - Maintaining and cleaning clerical workstations including the phone, keyboard and general work area.
  - Completion of hand hygiene mandatory education and adherence to 'bare below the elbow' requirements as part of the Infection Prevention and Control Policy.

8. Assisting in orientation of new ward clerks as requested as well as participating in quality improvement activities including routine audits, identifying clerical system improvement opportunities, and documenting hazards through the Safety Reporting and Learning System (SRLS).
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. 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.

## Key Accountabilities and Responsibilities:

Under the supervision and direction of the relevant Nurse Unit Manager, Associate Nurse Unit Manager or delegated in-charge, the Ward Clerk will:

- Be responsible for efficient and effective clerical support in accordance with established procedures whilst working under indirect supervision.
- Provide frontline reception, administrative and clerical support to the Ward/Unit whilst maintaining strict confidentiality and ensuring availability of relevant information relating to the hospital with emphasis to patients.
- Apply initiative within established routines whilst working autonomously and as a team member.
- Apply established standard precautions to effectively maintain hygiene requirements that meet expected Agency standards.
- Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

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. Demonstrated skills and abilities in contemporary clerical and administrative support including timely and accurate data entry skills, a working knowledge of Microsoft Office Suite packages, knowledge of, or the ability to quickly acquire knowledge of, health information systems, together with the ability to prioritise workload as required.
2. Well-developed time management skills and the demonstrated ability to work autonomously; prioritise workloads and apply flexibility, speed and accuracy whilst working in a busy and demanding environment.
3. Well-developed interpersonal and high-level communication skills with the ability to participate in a multidisciplinary team environment.
4. Ability to empathise with patients and or families in stressful situations, whilst maintaining strict patient confidentiality at all times.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).