DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Ward Clerk |
| **Position Number:** | Generic |
| **Classification:** | General Stream Band 2 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North West, Primary Health |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | North West |
| **Reports to:** | Relevant Manager |
| **Effective Date:** | November 2024 |
| **Check Type:** | Schedule 1 |
| **Check Frequency:** | Pre-employment |
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Note: 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:

In accordance with established policies and procedures relating to the clinical, financial, and administrative requirements, the Ward Clerk provides:

* High quality customer-focused reception services.
* Administration and clerical support across all areas of the relevant district hospital

### Duties:

1. Provide frontline assistance to support the effective administrative operations of the Ward/Unit which includes:
   * Assisting the general public, patients, and clinical staff.
   * Answering patient and public enquiries.
   * Directing all incoming telephone calls to relevant departmental or clinical personnel.
2. Support the relevant Manager by receiving, interviewing, and processing all direct admissions and discharges from the Ward/Unit including:

* The verification of discharge-planning protocols.
* Expediting discharges to assist the relevant Manager, with the re-allocation of beds on the Ward/Unit.
* Arranging and scheduling appointments to ensure ongoing patient care.

1. Accurately enter and retrieve patient information onto/from computerised patient information management information systems including the Digital Medical Record (DMR).
2. Generate reports and update and maintain databases and bed lists utilising relevant software programs including Microsoft Word, Excel and Outlook Express.
3. Interview and admit patients as necessary for direct admission to the Ward/Unit from other wards and departments which includes:
   * Checking the accuracy of patient personal and financial information on registration and admission screens.
   * Generating updated patient identification labels.
4. Perform revenue procedures, statistical discharges, and admissions to Wards/Units, in accordance with established processes including the compensable private patient scheme and Veterans’ Affairs.
5. Prepare, receive, track, maintain and dispatch all patient records to ensure all movements are accurately recorded.
6. Maintain and file statistical and administrative records relating to Ward/Unit activities.
7. Maintain stores and stock supplies for the Ward/Unit.
8. Assist in clerical training of new ward clerks as requested and participate in quality improvement activities including routine audits, identifying clerical system improvement opportunities, and documenting and following up appropriately as directed.
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 immediate supervision of the relevant Manager, the Ward Clerk will:

* Be responsible for efficient and effective clerical support in accordance with established procedures whilst working under routine supervision.
* Work in accordance with established policies, practices and procedures whilst always maintaining strict patient confidentiality.
* 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:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
   5. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.
4. For King Island and WCDH – Aged Care Conviction Check
5. For WCDH – Working with Vulnerable People with NDIS Endorsement

### Selection Criteria:

1. Demonstrated well-developed interpersonal skills including the ability to effectively interact with the public and all disciplines of professional staff.
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 public environment with an exacting schedule.
3. Demonstrated skills and abilities in contemporary clerical and administrative support including rapid and accurate data entry skills, a working knowledge of Microsoft Office Suite packages and knowledge of, or the ability to acquire knowledge of, the organisation’s health information systems.
4. Demonstrated ability to acquire a sound knowledge and understanding of hospital admission and discharge policies, billing and revenue raising procedures and medical terminology.
5. Ability to acquire a sound knowledge of legal requirements and hospital policies relating to security, patient confidentiality, and Work Health & Safety guidelines.

### 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 | Tasmanian Department of Health](https://www.health.tas.gov.au/consumer-and-community-engagement-principles).