

Position	Ward Clerk
Classification	ASO2
Division	Medicine, Cardiac and Critical Care
Department / Section / Unit / Ward	FMC Medicine Cardiac Care Unit
Role reports to	Operationally: > Nurse Unit Manager Professionally: > Administration Manager
CHRIS 21 Position Number M54339	Role Created / Review Date (SALHN 2023-24-0080) 16/08/2023
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Ward Clerk reports to the Nurse Unit Manager and Administration Manager, for the provision of administrative, clerical and reception services. The position is required to work in close proximity to patients and should have a working knowledge of hospital operations & activities. The successful incumbent must be able to work autonomously, with minimal supervision and use initiative and judgment.

Direct Reports: (List positions reporting directly to this position)

> Nil

Key Relationships / Interactions:

Internal:

- > Maintains close collaborative working relationships with all level 3 and level 2 Nurses.
- > Provides direct line report and maintains a close working relationship with the Level 3 NUM and Administration Manager
- > Provides direct line report and maintains cooperative and productive working relationships within all members of the health care team.
- > Provides direct line report and maintains develops, supports and works collaboratively with less experienced members.
- > Collaborative working relationships with the multidisciplinary team and people and culture consultants.

External:

- > Maintains relationships with non-government organisations or other government organisations.

Challenges associated with Role:

Major challenges currently associated with the role include:

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- > Working in a team and addressing inconsistencies in between practice and policies/procedures
- > Dealing appropriately with adults, children and their families where there can be multiple complexities, diverse cultural backgrounds and consumer expectations.
- > Working collaboratively within the multidisciplinary team and across organisational Divisions/sites.

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

General Requirements

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

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

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 *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
Provide a receptionist role for the ward/unit by:	<ul style="list-style-type: none"> > Ensuring that requests of the patient's family re visitors are adhered to. > Answering all incoming telephone calls and dealing with routine patient enquiries – using judgement in conveying appropriate information. > Welcoming and directing visitors to the patient concerned. > Receiving, sorting and distributing mail. > Preparing outgoing mail. > Ensuring stationary and other equipment supplies are maintained. > Providing limited secretarial services to ward/unit. > Monitoring workflow, prioritising work and meeting deadlines. > Ensuring volatile situations are diffused and appropriate communication channels and/or emergency response is initiated.
Ensures efficient management of administrative functions by:	<ul style="list-style-type: none"> > Maintain and update patient Electronic medical records on EMR PAS. > Document scanning to SDM capture. > Administrative duties supporting admission to discharge, including direct admissions to the Cardiac unit via DAP/ICARNET. > Maintaining records/statistics pertinent to each area and identifying systems that require improvement. > Liaising with other departments (e.g., to Radiology, laboratories, other medical staff) as requested by the NUM. > Acting as a resource and providing general assistance and advice to medical staff regarding administrative requirements and hospital services. > Providing training for more junior Ward Administrative Assistants. > Updating and distributes general staff information. > Providing training for new staff (Admin, medical and nursing) of administrative processes applicable to the area. > Directing PSA's by identifying priorities for fetch and carry and patient transports ensuring timely transfers. > Facilitating follow up Cardiac appointments via discharge pathway plan and investigations for patients. > Managing bookings for seminar rooms relevant to the area. > Monitoring equipment loans to other areas.
Ensures the effective utilisation of beds within the ward/unit by:	<p>Receiving handover from NUM/Ward Co-coordinator regarding patient information to enable the appropriate assessment of patient needs (e.g. requirement for escort, infection control, transport arrangements, transit lounge etc).</p> <p>Conveying patient transfer, admission and discharge information to the Central Patient and Bed Manager in a timely manner.</p> <p>Liaising with the Patient and Bed Manager, NUM and other wards (including ED) regarding the allocation of beds and the transfer and admission of patients.</p> <p>Updating patient information on the EMR PAS system.</p>

	<ul style="list-style-type: none"> > Communicating relevant patient management information obtained from other departments promptly to the NUM/Ward Coordinator. > Coordinating and assisting in determining the requirements for patient transports from FMC to other health unit's intra and interstate.
Ensures culture of continued improvement by:	<ul style="list-style-type: none"> > Participating in quality improvement activities. > Contributing ideas to improve administration processes and clerical services. > Distributing patient comment cards. > Informing NUM and/or Nurse Management Facilitator of issues that impact on the quality of services. > Contributes to wards/units service improvement plans. > Promoting cohesive and positive team environment.
Maintains personal skills and development	<ul style="list-style-type: none"> > Attending relevant programs. > Participating in personal development review on annual basis. > Maintaining knowledge of the requirements in responding appropriately to emergency situations (i.e. violence, absconding patients, medical emergencies, fire).
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Demonstrated high level interpersonal skills.
- > Demonstrate problem solving and decision making skills.
- > Demonstrated ability to plan and prioritise work and meet deadlines.
- > Demonstrated ability to work as part of a team.
- > Demonstrated ability to work with minimal supervision.
- > Ability to exercise discretion and confidentiality in matters relating to patient information.
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Previous experience as a Ward Administrative Assistant/Admin Assistant/Ward Clerk.
- > Experience working in a clinical environment.
- > Experience working with distressed patients/carers with empathy.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Medical terminology certificate.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- > N/A

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.

SA Health Challenges

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

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

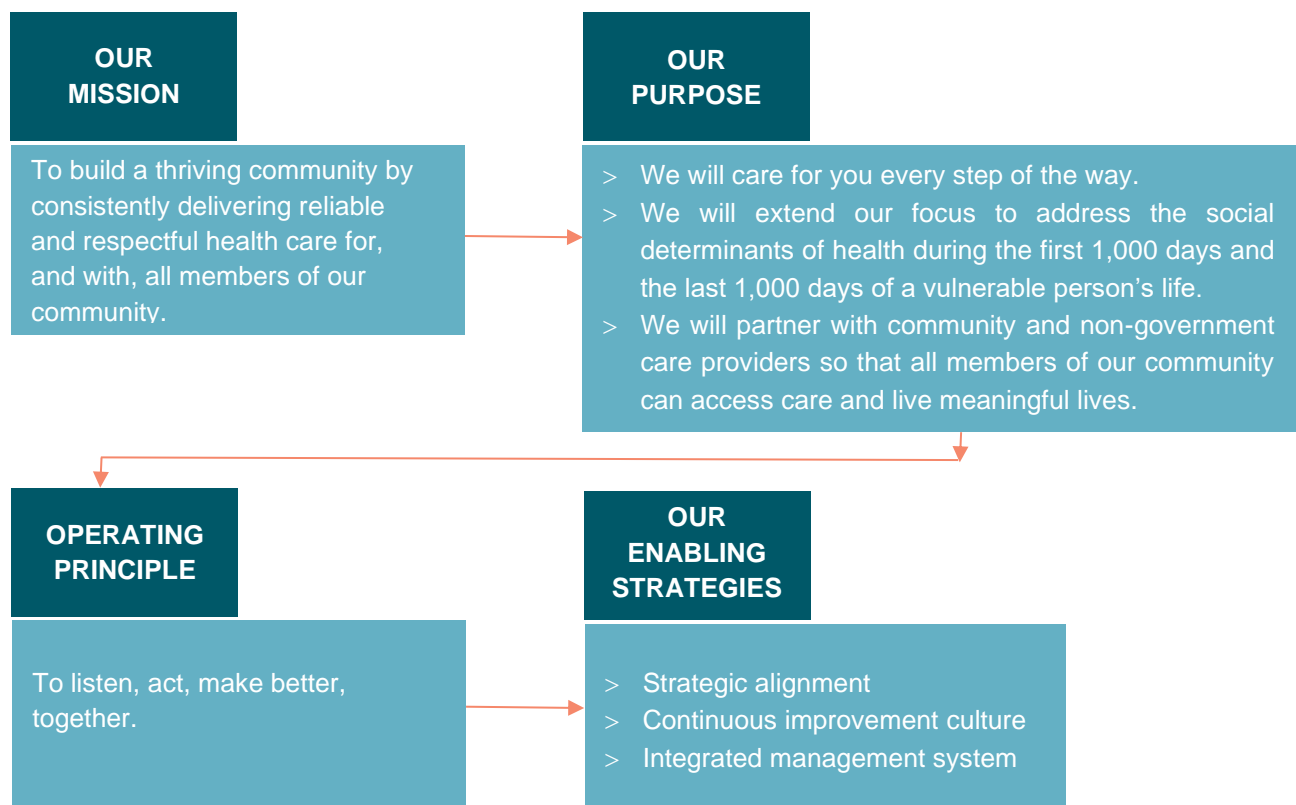
Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Ward Clerk in the Division of Medicine, Cardiac and Critical Care and organisational context and the values of SA Health as described within this document.

Name

Signature

Date