



## POSITION DESCRIPTION

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<b>Position Title:</b>	Ward Clerk Administration Officer
<b>Department:</b>	Morgan Inpatient Ward
<b>Location:</b>	War Memorial Hospital
<b>Uniting Purpose:</b>	To inspire people, enliven communities & confront injustice
<b>Uniting Values:</b>	Imaginative, respectful, compassionate, bold

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<b>Classification:</b>	Administration Officer – Level 2
<b>Vaccination risk category:</b>	A
<b>Award:</b>	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
<b>Employment status:</b>	Permanent Full Time
<b>Hours:</b>	Monday - Friday 8:00 – 16:30

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<b>Position Supervised by:</b>	Nurse Unit Manager
<b>Position Supervises:</b>	N/A
<b>Key relationships:</b>	Medical Records, Administration staff, Executive team, Department Managers, staff, patients, clients, visitors and contractors.

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## POSITION PURPOSE

This role provides administrative and clerical services to the inpatient ward, as directed by the Nurse Unit Manager. This includes prompt, efficient, and professional customer oriented telephone and reception service to internal and external clients, staff, and visitors. The role assists record keeping, data collection and data entry, including the use of iPM, EMR, IIMS, MAC and other relevant programs. The role also assists with maintaining administrative resources and office co-ordination. The role works across the 35 bed unit, covering 2 floors, interacting with aged patients and their families

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**War Memorial Hospital**  
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Waverley NSW 2024  
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## **POSITION OBJECTIVES**

- To coordinate all tasks required for the efficient and effective operation ward related administration
  - To perform designated administration tasks as per specific training provided and administration department need.
  - To maintain a high standard of professionalism and communicate effectively with other staff, patients, clients and members of the public.
  - To ensure accurate recording and storage of necessary data or other information.
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## **KEY RESPONSIBILITIES**

### **Financial management & awareness:**

- Displays an appropriate level of financial stewardship in the delivery of day to day duties as required, including in ordering of stores for ward area
- Has direct responsibility for some patient billing processes eg private patient insurance information collation, telephone accounts etc

### **Operational processes:**

- Undertake all administrative tasks involved in the admission and discharge of patients from the ward, including use of computer systems as relevant
- Ensure high standard of verbal and written communication in interacting with clinical team, patients and family members, including answering phones, taking messages and interacting with internal and external service providers
- Undertake all booking of transport to and from the hospital for patients, ensuring relevant and accurate documentation and communication of patient details
- Abide by current COVID-19 practices when interacting with patients and family members including safe physical distancing, hand hygiene and other infection control procedures.
- Manage competing priorities of ward clerk duties, escalating relevant issues to Nurse Unit Manager or delegate when required
- Ensure work spaces in Nurses stations are kept ordered and clean
- Provide high quality professional customer service with excellent attention to detail.
- Participate in the orientation of new staff to ward processes
- Follow all SESLHD, Uniting and WMH policies and procedures.
- Be flexible and adaptable to the direction of the Nurse Unit Manager or Delegate to relieve in other administration positions as required.
- Maintain responsibilities for personal and professional development by participating in training/education activities in order to continuously improve professional performance and level and quality of service.
- Participate in activities designated to maintain and/or improve quality of hospital service or patient care as required.
- Understands the importance of health accreditation and WHS Profiling processes
- Engagement in supplementary administrative tasks as required

### **Client management & engagement (internal & external stakeholders):**

- Maintains a professional and high quality customer service.
- Fosters healthy professional relationships with internal and external stakeholders.
- Interacts with hospital patients and visitors displaying the Uniting & SESLHD values.
- Works with relevant stakeholders in problem solving issues as they arise.
- Engages with patients in a consumer centred manner

### **People management & teamwork:**

- Provide high level verbal communication with all staff, patients, clients and visitors with diverse backgrounds and variable health literacy.
  - Work as part of the team, sharing relevant information in a timely, professional manner to enhance safety and care for all.
  - Communicate at all times in a polite, courteous manner understanding the needs of all stakeholders.
  - Identifies opportunities for increased teamwork and improved ward administration processes.
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## **KEY PERFORMANCE INDICATORS**

### **Financial management & awareness:**

- Demonstrates efficient work practices, considerate of hospital budget
- Engages in patient billing processes as relevant to role including private patient insurance paperwork and telephone account billing

### **Operational processes:**

- Ability to efficiently complete ward administration tasks in high volume entry points with the ability to adapt to new and changing business processes, and changing priorities including areas of work.
- Delivers day to day operational tasks according to designated job description and task schedule in an efficient manner.
- Exercises decision making in day-to-day operational matters and escalates more complex issues outside the scope of the position description to the Nurse Unit Manager.
- Displays adaptability in the role and is open to other duties as required, including willingness to learn any relevant electronic systems.
- Actively identifies and engages with learning opportunities to assist in the designated role fulfillment.
- Engages directly in all hospital accreditation and WHS profiling processes as relevant to role
- Completes designated supplementary administrative tasks during less busy periods

### **Client management & engagement (internal & external stakeholders):**

- Demonstrates professional and courteous manner of service delivery.
- Demonstrates appropriate escalation and problem solving.
- Forms and maintains appropriate internal and external professional networks.
- Engages directly in consumer feedback processes

### **People management & teamwork:**

- Demonstrates the Uniting and SESLHD values in the interface with all stakeholders.
  - Demonstrates adaptability and flexibility in approach to colleagues and job at hand in all administration duties as required.
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### **Work Health Safety and Welfare Requirements:**

All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate

and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision.

#### KEY PERFORMANCE INDICATORS

- Incident rates monitored related to policy and procedure requirements or breaches
- Evidence of training in relation to clinical service provision and policies and procedures
- 100% compliance with mandatory training requirements
- Incident and complaint response and turnaround times are within requirements
- Escalation of issues identified in relation to resources and unit performance
- Evidence that complaint causes are used to remodel service delivery
- Evidence of Quality Improvement outcomes
- Risk assessments are undertaken and documented
- Reporting of incidents related to WHS and infection control
- Monitoring of locally agreed Key Performance indicators

#### PROFESSIONAL SKILLS AND KNOWLEDGE

##### Skills & Experience:

- Experience in a variety of clerical positions including reception, word processing, data entry, filing, faxing, scanning, etc.
- Demonstrated ability to plan, organise, and problem solve within a team environment and with indirect supervision
- Excellent interpersonal communication skills including both verbal and written
- Demonstrated ability to prioritise workload and deal with multiple demands
- Demonstrated commitment to provision of quality customer service to both internal and external customers with respect and understanding of the elderly and aged care
- Demonstrated experience or commitment to learn MS Office suite and healthcare databases
- Demonstrated experience in frontline reception duties with highly developed telephone skills

<b>Employee Name:</b>		<b>Manager Name:</b>	Jodie Wason
		<b>Title</b>	Nurse Unit Manager
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	

## JOB DEMANDS CHECKLIST

Job Title: Ward Clerk Administration Officer  
 Service/Unit: War Memorial Hospital  
 Department: Morgan Ward  
 Manager / Supervisor: Nurse Unit Manager  
 Date of Assessment: September 2021  
 Date of Assessment review: September 2022  
 Assessor: Nurse Unit Manager

### Definitions:

★ Denotes a critical requirement of the job

### Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks			*			
	<b>Standing</b> Remaining standing without moving about to perform tasks			*			
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes		*				
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						*
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	*					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	*					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						*
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks	*					
	<b>Crawling</b> Moving by crawling on knees & hands to perform tasks						*
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery		*				
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding		*				
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		*			
		Moderate lifting & carrying – 10 – 15kg					*
		Heavy lifting & carrying – 16kg and above					*
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	*					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body	*					
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)						*
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			*			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands			*			
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						*
	<b>Driving</b> Operating any motor powered vehicle						*
CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				*		
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries				*		

	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals						*
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						*
	<b>Touch</b> Use of touch is an integral part of work performance						*
CRITICAL *	<b>PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)</b> Assisting ↓	<b>FREQUENCY</b>					
		<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>N/A</b>
	<b>Distressed people</b> e.g. emergency or grief situations		*				
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness		*				
	<b>Unpredictable people</b> e.g. dementia, mental illness and head injuries		*				
	<b>Restraining</b> Involvement in physical containment of patients/clients						*
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies						*
CRITICAL *	<b>ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)</b>	<b>FREQUENCY</b>					
		<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>N/A</b>
	<b>Dust</b> Exposure to atmospheric dust						*
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						*
	<b>Fumes</b> Exposure to noxious or toxic fumes						*
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						*
	<b>Hazardous substances</b> e.g. dry chemicals, glues						*
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		*				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						*
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						*
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						*
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						*
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	*					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	*					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						*
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases	*					

**Additional Position Requirements/Demands Summary:** From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: ..... Date: ...../...../20.....

I am able to fulfil the above requirements without modification.

I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: ..... Date: ...../...../20.....