

Position	Ward Clerk
Classification	ASO2
Division	Rehabilitation, Aged and Palliative Care
Department / Section / Unit / Ward	OPAL RCOT
Role reports to	Operationally: > Nurse Unit Manager Professionally: > Manager, Administrative Services RAPC
CHRIS 21 Position Number TBC	Review Date 23/02/2023
Criminal History Clearance Requirements <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Ward Clerk works in a multidisciplinary team within the Older Persons Assessment and Liaison (OPAL) Unit and Residential Care Outreach Team (RCOT) and provides a professional, customer-focused clerical service and is a principal point of contact for external and internal customers. The Ward Clerk plays a pivotal role in the efficient and effective functioning of the ward/unit and is a central point of co-ordination and communication forward activities and contributes to the ward admission, transfer and discharge service.

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

> Nil

Key Relationships / Interactions:

Internal:

- > Operationally reports directly to the Nurse Unit Manager (or other delegate)
- > Reports to the Manager of Administrative Services RAPC, for the provision of administrative and professional support
- > Is accountable to the Operations Manager, Division of Rehabilitation, Aged Care & Palliative care
- > Collaborative working relationship with other members of the ward and health care teams, as well as the division, hospital campus and LHN
- > Contributes to the day to day operations of the ward

External:

- > Patients / carers / family / visiting health care workers
- > Relevant government and non-government organisations as required to meet the needs of the client group for reporting

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Behaviours of Concern patient cohort
- > Locked ward

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's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- > *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.

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.

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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.
Contributes to the optimum use of SALHN resources and appropriate funding of the hospital by:	<ul style="list-style-type: none"> > Assisting in the coordination of bed allocation with the ward in consultation with the Bed Manager and the Clinical Service Coordinator; > Ensuring care type changes for inpatients are made on a timely basis.
Contributes to the provision of an efficient ward admission, transfer and discharge service by:	<ul style="list-style-type: none"> > Ensuring computer data regarding admission, transfer and discharge information is accurate, complete and up to date for ward inpatients; > Ensuring the patient nominal roll board is correct and updated on a daily basis; > Ensuring that all outpatient appointments, tests and transport are booked if required.
Responsible for the provision of a clerical, reception and enquiry service of the ward by:	<ul style="list-style-type: none"> > Displaying a positive attitude towards the organisation, patients and other staff; > Attending to all enquiries from external and internal customers in a professional, courteous, positive and timely manner; > Handling difficult and unusual situations with internal and external customers in a discreet, tactful and professional manner and in liaison with the Clinical Service Coordinator where required; > Providing high quality clerical support to meet ward/unit requirements; > Providing a proficient communication link for the ward within the hospital and with outside institutions; > Providing on-the-job training for new and relieving administrative staff; > Reporting maintenance needs and request required by the ward; > Providing administrative information to new nursing, agency and other medical staff; > Maintaining and ordering adequate office equipment supplies for the ward; > Distribution of mail to inpatients and staff.
Contributes to the provision of professional, customer-focused ward-based services by:	<ul style="list-style-type: none"> > Assisting in the promotion of a customer-focussed culture, which enables patients and their families and carers to be involved in decision making as appropriate; > Ensuring that all relevant information (both electronic and hard data) is processed in an accurate and timely manner to support patient care; > Ensuring maintenance (filing and collation) and confidentiality of patient case notes, > Ordering and retrieval of case notes and x-rays from FMC and other health services
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

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	<p>Department of Health values and strategic directions.</p> <p>> Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</p>
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1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Ability to respond to a diverse range of people in a courteous, helpful manner under a variety of conditions, e.g. heavy work load, aggressive clients.
- > Effective telephone and communications skills.
- > Ability to maintain confidentiality in dealing with sensitive and personal details.
- > Ability to adhere to instructions, established practices, procedures and guidelines.
- > Possess a high level of personal motivation and initiative and a strong commitment to service excellence.
- > Possess flexibility, adaptability and versatility of approach to handle changing work requirements with the ability to deal with numerous demands and to work well under pressure.
- > Ability to work effectively as a member of a multidisciplinary team.
- > Ability to perform high quality, accurate data entry and be proficient in keyboard skills
- > 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

- > Experience in general administrative activities.
- > Experience in the use of computers and software applications including word processing and electronic mail.
- > Experience in a customer service role.

Knowledge

- > Knowledge of clerical and administrative practices and procedures.
- > Knowledge of customer service concepts and telephone answering techniques,
- > Knowledge of the principles of confidentiality and information security.
- > 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)**Personal Abilities/Aptitudes/Skills**

- > Ability to liaise with health professionals in a manner, which is conducive to a customer focused, team orientated environment

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Moderate to high EPAS experience

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of medical terminology.
- > Knowledge of records management

Educational/Vocational Qualifications

- > Customer service,
- > Office skills,
- > Medical Terminology.

Other Details

- > 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)

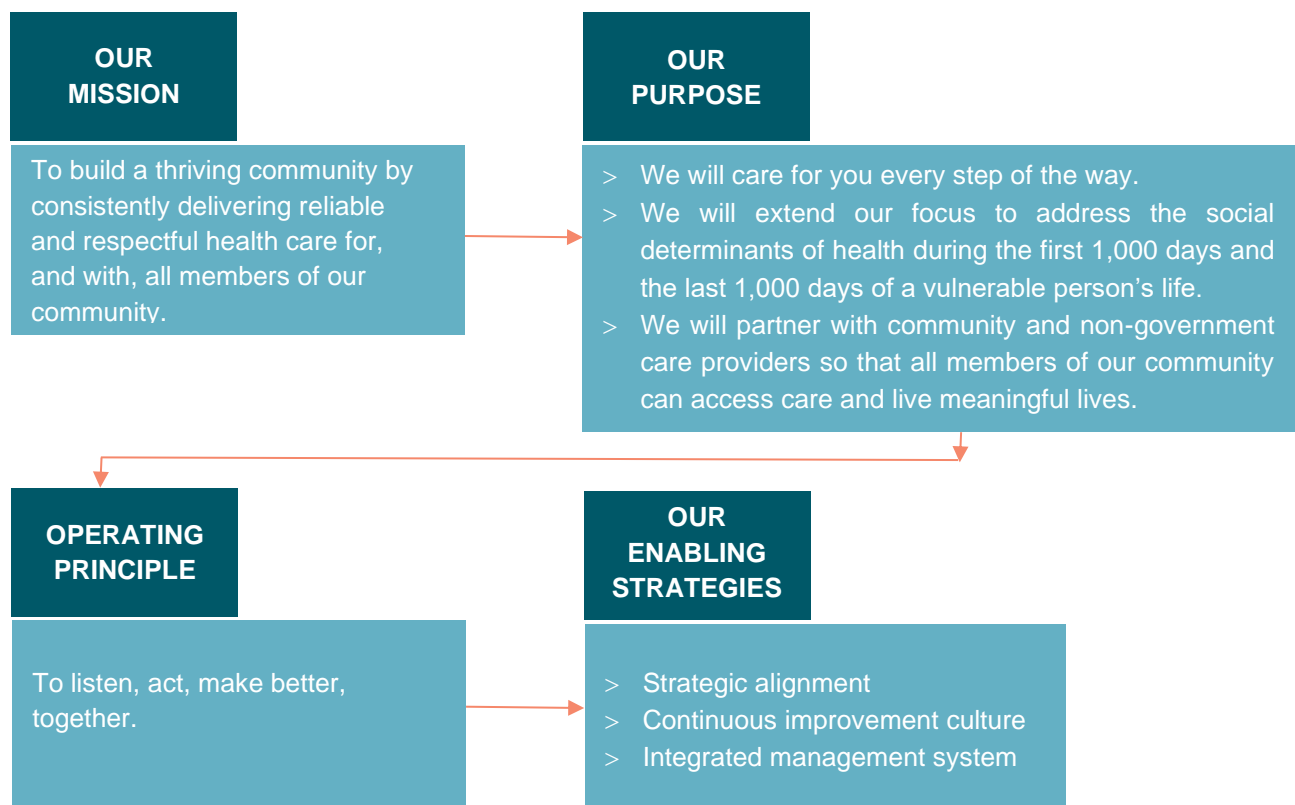
SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting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

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**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 – OPAL/RCOT in the Division of Rehabilitation, Aged and Palliative Care and organisational context and the values of SA Health as described within this document.

Name

Signature

Date