

Position Description

Ward Clerk/Health Information Officer

Responsible to: Nurse Unit Manager

Award: **Health and Allied Services – Public Sector – Victoria Consolidated Award 1998 and the Health Services Union of Australia - Health and Allied Services, Administrative Officers – Victorian Public Sector - Multi Employer Certified Agreement 2006 - 2009**

Classification: GD2 in accordance with the Health & Allied Services Award

Desirable: Certificate III in Business Administration or equivalent.
Formal training in Microsoft Office Applications.
Experience/ background in a health care setting.
Knowledge of Medical Terminology.

Hours of work: Monday to Friday as per Contract of Employment

Role Statement: To provide clerical and administrative support within the unit environment in order to maintain efficient and effective management of processes and associated documentation. The ward clerk assists the Nurse Unit Manager with rostering functions including staff replacement for planned and unplanned vacancies and associated Human Resources activities.

Position Overview:

Responsibilities	Key Performance Indicators
<p>1. Professional and Ethical Practice</p>	<ul style="list-style-type: none"> • Maintains patient confidentiality at all times • Recognises own ability and level of professional competence • Ensures practice is in accordance with legislation and common law affecting practice • Is familiar with emergency procedures and the Occupational Health & Safety requirements within the organisation • Demonstrates a positive attitude to the agreed role and responsibility of the position, and • Demonstrates ability to understand and integrate those behaviours which reflect the vision, philosophy and values of the organisation

Responsibilities	Key Performance Indicators
<p>2. Clerical Support</p>	<p>In response to service needs provide clerical support to the nursing team as directed by the Nurse Unit Manager:</p> <ul style="list-style-type: none"> • Typing of correspondence, memorandum, reports, and education material as directed by the Nurse Unit Manager • Maintain adequate supplies of stationery through ordering and distribution of store items as required • Receive, sort, distribute and forward all correspondence as directed • Create and maintain a centralised filing system • Maintain a controlled system of filing in all resident histories in conjunction with medical record protocols • Liaise closely with medical records to ensure easy access, retrieval and appropriate utilization of resident files • Maintain & update the nursing home staff database • Ensuring appropriate documentation accompanies admissions & discharges. • Following the facilities admission & discharge procedures • Printing unit enquiry & unit diet lists daily • Preparation and up-date of weekly menus • Liaise with support services in relation to transportation requirements for external appointments attended by residents • Photocopying as required • Co-ordination of documentation requirements associated with admission and discharge processes • Receive incoming telephone calls and respond according
<p>3. Staffing/Allocations Management</p>	<ul style="list-style-type: none"> • Assist the Nurse Unit Manager to fill vacant shifts created by unplanned or planned leave • Maintain accurate records associated with staff replacement and training • Liaise closely with the Nurse Unit Managers/ADON – Nursing Home regarding difficulties encountered with filling shifts
<p>4. OH&S</p>	<ul style="list-style-type: none"> • Is actively involved in matters relating to OH&S and achieves high standards of safety in the work environment • Participates in relevant safety training • Ensures availability and/or use of protective clothing and/or equipment provided by the facility, and • Seeks clarification on safety matters are uncertain

Responsibilities	Key Performance Indicators
5. Professional Development	<ul style="list-style-type: none"> Maintains and updates own professional development to ensure safe and contemporary practice
6. Continuous Improvement	<ul style="list-style-type: none"> Undertakes quality improvement activities in accordance with applicable Accreditation Guidelines and sound work practice Ensures continuous analysis and evaluation of work practise / systems process and suggests changes as necessary, and Ensures quality projects are consistent with the organisations mission and value statements
7. Communication	<ul style="list-style-type: none"> Facilitates open communication between all members of the multidisciplinary team Greets and receives enquiries from residents, families and visitors to the unit, maintaining professionalism and supporting best practise in customer service at all times
8. Management	<ul style="list-style-type: none"> Displays commitment to supporting a discrimination and harassment free work environment Demonstrate sound decision making skills Ensures efficient and effective utilisation of resources Initiates data collection and analysis in relation to redesign /restructure of systems and makes recommendation regarding implementing strategies to achieve preferred outcomes Consults with the Nurse Unit Manager in relation to identified impediments to carrying out the required responsibilities of the role

Key Selection Criteria:

Knowledge Management

Demonstrated knowledge and experience in the provision of efficient and effective unit office management and an innovative approach to the access, storage and retrieval of electronic information so as to enhance the operational productivity of the nursing service team.

Communication

Ability to communicate effectively in both written and verbal forms

Customer Service

Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people.

Technical Skills & Application

Demonstrated experience in the efficient management of resources and projects, including the ability to meet deadlines. Demonstrated computer literacy in Microsoft Office Applications (Word and Excel).
 Excellent keyboard skills.

Continuous Improvement

Commitment to ensuring quality clerical services is delivered through continuous improvement activities which reflect contemporary practise in unit office management.

Performance Review:

As specified in the organizations nursing service protocol for Performance Review and Personal Development

As the occupant of this position, I have read, understand and agree to fulfill the requirements contained in this Position Statement. I understand that other duties (within the scope of my skill level, knowledge, qualification and experience) may be directed from time to time and that I may be required to work in any area under the jurisdiction of Lyndoch, Warrnambool Inc.

I agree to make myself familiar with and observe Victorian Department of Human Services and Lyndoch Warrnambool Inc, laws, Rules, Regulations, Policies and Procedures, as amended from time to time.

Name of Occupant (Print)

Signature of Occupant:

Date:

Signature of Manager:

Date:

**PLEASE COMPLETE AND RETURN THE
ATTACHED FORM BELOW TITLED
'Entitlement to Workers' Compensation Pursuant to the
Accident Compensation Act 1985'**

**ENTITLEMENT TO WORKERS' COMPENSATION PURSUANT
TO THE ACCIDENT COMPENSATION ACT 1985**

PLEASE COMPLETE AND RETURN WITH YOUR APPLICATION

Pursuant to Section 82 of the *Accident Compensation Act 1985* as amended by Section 23 of the *Accident Compensation (Miscellaneous Amendment) Act 1997*;

1. You are advised that the nature of your employment with Lyndoch Warrnambool Inc. will be as follows:- (description of job duties).

Unless stated as detailed in the Position Description

2. You are requested to disclose all pre-existing injuries and diseases of which you are aware and that you expect may be affected by the nature of the employment as so advised in point 1 above.

Please note that Section 82(8) of the *Accident Compensation Act 1985* (as amended) will apply if you fail to disclose the information requested or if you make a false or misleading disclosure.

According to Section 82(8), any recurrence, aggravation, acceleration, exacerbation or deterioration of any pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Lyndoch Warrnambool Inc. does not entitle you to compensation under the *Accident Compensation Act 1985* (as amended).

I acknowledge receipt of this document

DATED the _____ day of _____