



North Metropolitan Health Service  
**Job Description Form**

HSS Registered August 2016

**Clerk-Ward**

**Health Salaried Officers Agreement: Level G2**

**Position Number: 000476**

**HIMS Ward Clerk Service**

**Sir Charles Gairdner Hospital**

**Reporting Relationships**

Deputy Manager  
 Health Information Management Service  
 HSO Level G7  
 Position Number: 000587



Coordinator Ward Clerk Service  
 HSO Level G5  
 Position Number: 000584



**This Position**



← Also reporting to this supervisor:

Directly reporting to this position:			Other positions under control
<b>Title</b>	<b>Classification</b>	<b>FTE</b>	Nil
Nil			

**Prime Function / Key Responsibilities**  
 Responsible for the provision of the ward administration / clerical services, admission and discharge procedures and medical record maintenance.

**Brief Summary of Duties (in order of importance)**

This position works within a collaborative team environment also interacting with patients, family members and visitors, therefore customer service is a key element of the role. The position holder will be expected to be able to conduct many tasks simultaneously and be able to prioritise their daily workload to ensure tasks are completed.

**1. Clerical**

- 1.1 Provides a comprehensive ward reception service to staff, patients and members of the public. This includes monitoring and screening telephone calls, distribution of incoming mail and customer service to the ward.
- 1.2 Prepares and maintains patient medical records relating to ward admissions (i.e. booked, direct and emergency admissions) as well as internal transfers and discharges.
- 1.3 Maintaining an appropriate filing system for all medical records, this includes the tracking of all medical records using the electronic Medical Records Internal Tracking System (MeRITS) for tracking the location of all medical records within the hospital.
- 1.4 Utilises the computerised Patient Administration System (e.g. TOPAS) to undertake admission, transfer and discharge functions for patient movement within the hospital, Episode of Care (EOC) changes, patient demographics and outpatient referrals/appointments.
- 1.5 Completes a ward census using a Clinical Information System (e.g. iCM) and MeRITS audit which is to be completed at the beginning of each ward shift (morning and afternoon) to ensure that patients and their medical records are in the correct ward location updating details where necessary.
- 1.6 Liaises with the clinical Ward Coordinator and/or Discharge Coordinator in arranging patient transport including road transport or air flights within the state through Patient Assisted Transport (PATs) to various facilities.
- 1.7 Ordering of stationery and clinical forms for ward use.
- 1.8 Maintaining office equipment and any electrical/structural maintenance repairs for the ward via EMPAC, an IT programme.
- 1.9 Training of new ward and relief clerical staff.

**2. NMHS Governance, Safety and Quality Requirements**

- 2.1 Participates in the maintenance of a safe work environment
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

**3. Undertakes other duties as directed.**

The successful occupant of this position will be required to comply with the Sir Charles Gairdner and Osborne Park Health Care Group (SCGOPHCG) Strategic Plan, Occupational Safety & Health and Confidentiality throughout the course of their duties.

## Work Related Requirements

### Essential Selection Criteria

1. Demonstrated clerical and reception experience.
2. Demonstrated well developed oral and written communication and interpersonal skills.
3. Demonstrated ability to work effectively as part of the multidisciplinary team.
4. Working knowledge of maintaining confidentiality.
5. Demonstrated customer focus service skills.
6. Conversant with Microsoft programmes and demonstrated keyboard skills.

### Desirable Selection Criteria

1. Knowledge of computerised Patient Administration Systems (e.g. TOPAS)
2. Previous experience in a Health Information Management or health care environment.
3. Understanding of computerised appointment scheduling.
4. Knowledge of medical terminology.
5. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

### Manager/Supervisor

Lisa Groat  
HE: 41847  
16 August 2016

### Dept./Division Head

Frances Harrison  
HE: 50987  
16 August 2016

### Position Occupant

Name:  
Signature:  
Date: