



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA COUNTRY HEALTH SERVICE		Position No:	007014
Division:	Wheatbelt	Title:	Ward Clerk - Narrogin
Branch:	Southern	Classification:	HSO G-2
Section:	Narrogin Hospital	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Operation Manager - Southern
	Classification:	HSO G-11
	Position No:	613282

Responsible To	Title:	District Business Manager Southern
	Classification:	HSO G-5
	Position No:	613378

This position	Title:	Ward Clerk - Narrogin
	Classification:	HSO G-2
	Position No:	007014

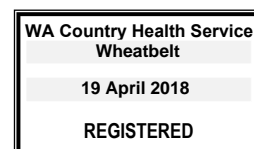
OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
007009 Inpatient/Outpatient Clerk - Narrogin
007023 Customer Service Officer Casual
007022 VMP Accounts Clerk – Narrogin
007024 Clerical Officer Narrogin
External trainees

Positions under direct supervision: Nil	Other positions under control:
Position No. Title	Category Number

Section 3 – KEY RESPONSIBILITIES

Coordinates the administrative requirements of the wards and liaise with medical, nursing, primary health and other support staff to ensure efficient functioning of the wards.



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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services

Partnerships and collaboration

OUR VALUES

Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

WA Country Health Service Wheatbelt
19 April 2018
REGISTERED

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	ADMISSIONS/DISCHARGES <ul style="list-style-type: none"> ▪ Process admissions and discharges in (webPAS). ▪ Responsible for obtaining patients accounting election on admission. ▪ Create and update demographic and other ward based reports, i.e. Ward transfers, converting Emergency Department episodes, bed swaps, condition code updates, leave maintenance, etc. in webPAS to ensure an accurate bed census. ▪ Maintain a daily patient bed census which accurately reflects ward movement. ▪ Provide final Private Patient signed documentation to Patient Accounts Clerk daily. ▪ Arrange twice daily hand overs with Clinical Managers to ensure all patient movement & care types are current. 	D	60
2.0	MEDICAL RECORDS <ul style="list-style-type: none"> ▪ Retrieval, compilation and creation of medical records from Medical Records Room as appropriate. ▪ Ensure medical record is updated and linked to reflect current admission. ▪ Prepare all admission packs, labels and wristbands. ▪ Prepare all discharged medical records and return to medical records room in a timely manner. ▪ File all loose medical reports/notes, including laboratory reports to ensure inpatient medical records are current. ▪ Record and mail PKU cards, Notification of Birth forms and other forms as required. 	D	20
3.0	RECEPTION <ul style="list-style-type: none"> ▪ Provide an efficient and courteous reception service for patients, visitors and Health Service Staff. ▪ Attend and direct telephone enquires as necessary. ▪ Assist and direct patients and visitors. ▪ Record and direct all messages as appropriate. 	D	10
4.0	ADMINISTRATIVE <ul style="list-style-type: none"> ▪ Order replacement supplies via Oracle. ▪ Photocopying as required. ▪ Provides support to other clerical staff being trained for this position. ▪ Attend to correspondence and log books as necessary. ▪ Advise patients of television, telephone and private patient entitlements. ▪ Attend to lost property according to FMM (Financial Management Manual) Policy ▪ Co-ordinates the Daily & Weekly on call roster for the Narrogin Hospital & maintains the ED Doctor on call phone through IT program. 	D	5
5.0	OTHER <ul style="list-style-type: none"> ▪ Attend to enquires and requests from the Public, Medical and Nursing staff. ▪ Participates in Performance Development and education as required. ▪ Actively participates in Quality management programmes in accordance with ACHS. ▪ Undertakes other duties as directed by Business Manager. 	D	5

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated sound level of Interpersonal skills and Communication skills.
2. Demonstrated ability to plan an efficient and effective workload.
3. Demonstrated ability to maintain confidentiality
4. Demonstrated ability to work as an effective member of a team.
5. Demonstrated skills in Microsoft Office applications.
6. A Current C or C “a” Class drivers licence

DESIRABLE

1. Previous experience in a hospital based clerical and administrative environment
2. Experience in the use of medical terminology
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

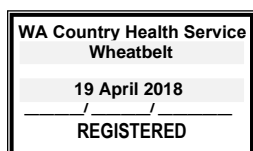
Section 6 – APPOINTMENT FACTORS

Location	Narrogin	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Aged Care Criminal Record Screening clearance • Successful Working with Children (WWC) Check • Successful Pre- Placement Health Screening clearance • Current C or C “a” Class drivers licence 		
Specialised equipment operated			

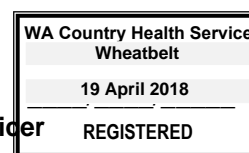
Section 7 – CERTIFICATION

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

Signature and Date:
Executive Services



Signature and Date:
Chief Executive Officer



As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed