



**HSS Registered**

## Ward Clerk

**Health Salaried Officers Agreement: Level G2**

**Position Number: 104526**

**Health Information Management Service**

**Royal Perth Hospital / East Metropolitan Health Service**

**Reporting Relationships**

Manager HIMS  
HSO Level G9  
Position Number 603139



Clerical Coordinator  
HSO Level G5  
Position Number 104443



Also Reporting to this Supervisor:

Ward Clerks G2, 28.53FTE  
Relief Clerks G2, 7FTE  
Ward Clerk-Quality Control G2, 4FTE

Total 39.53 FTE

**This Position**



Directly reporting to this position: Nil

Title	Classification	FTE
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**Key Responsibilities**

Responsible for the provision of ward clerical services, reception duties, medical record maintenance. Provides a front line service to the clients of the hospital and receives and processes all direct/indirect admissions/discharges for the ward.

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

### 1. Ward Clerk

- 1.1. Implementing the daily clerical planning at ward level.
- 1.2. Responsible for implementation of relevant clerical procedures.
- 1.3. Accept telephone calls, transfer messages and enquiries of a clinical nature to medical, nursing and other ancillary staff.
- 1.4. Input and retrieve patient record information using the webPAS system including movements related to episodes of care changes.
- 1.5. Maintain patient record including completion of the discharge summary and clinical classification forms.
- 1.6. Accept all relevant patient reports, laboratory test results, correspondence, referrals and x-rays for doctor's rounds, theatre procedures, clinical meetings and emergencies.
- 1.7. Maintain and file in a pre-determined order all relevant paperwork relating to patient stay/activities.
- 1.8. Arrange intra and inter hospital transfers/discharges of patients.
- 1.9. Interview patient's relating to Unclassified Admissions, Private Patient Scheme, Compensable Patient Scheme and Reciprocal Arrangement Scheme operating within the Hospital and update inpatient status and notify consultant or relevant person of same.
- 1.10. Liaise with Bed Management regarding the availability of beds ensuring patient bed movements are updated on the computer system (webPAS).
- 1.11. Verify the discharge planning protocol has been followed prior to patient discharge.
- 1.12. Receive and dispatch all patient records via the webPAS electronic tracking system.
- 1.13. Call relevant respond code/s as instructed by appropriate clinical personnel in Emergency situations.
- 1.14. Requisition of ward stationery.
- 1.15. Trains new and relief ward clerks and orientates new medical and nursing staff to the clerical requirements of the ward.

### 2. EMHS 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, East 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.
- 2.7. Participates in a continuous process to monitor, evaluate and develop services and performance.

### 3. Undertakes other duties as directed

## Work Related Requirements

### Essential Selection Criteria

1. Previous Clerical /Administration experience with a strong client / customer focused environment.
2. Good interpersonal and communication skills, both oral and written; the ability to liaise effectively with clients and staff at all levels.
3. Proven skills in the use of keyboards, computer software applications and data bases.
4. Ability to work as part of a team, able to be flexible, organise and prioritise clerical tasks with minimal supervision.
5. Demonstrate ability to show initiative, exercise discretion, and maintain confidentiality.

### Desirable Selection Criteria

1. Previous experience within a Health care environment.
2. Demonstrated experience with a Patient Administration System (PAS).
3. 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.

<b>Christine Minors</b>		<b>He01169</b>	
<b>Manager / Supervisor Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Gordan Cvetkoski</b>		<b>He05138</b>	
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>

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

<b>Occupant Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Effective Date</b>			

**HSS Registration Details** (to be completed by HSS)

<b>Created on</b>	<b>Last Updated on</b>	<b>August 2018</b>
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