



HSS Registered

Ward Clerk

Health Salaried Officers Agreement: Level G2

Position Number: 113424

Patient Information Service

Armadale Health Service/ East Metropolitan Health Service

Reporting Relationships

Manager Patient Information & Clerical Services
HSO Level G7
Position Number: 005199



Clerical Coordinator- Inpatients
HSO Level G5
Position Number: 603214



This Position



Directly reporting to this position:

Title	Classification	FTE
NIL		



Also reporting to this supervisor:

- Various HSO Level G2 positions

Key Responsibilities

Provide a comprehensive reception and clerical support service to the patients and staff of the Ward.

Brief Summary of Duties (in order of importance)

1. Patient Activity

- 1.1. Process patient activity (i.e. Admissions, Discharges, Outpatient appointments, Emergency Department visits, Waitlist, Transfers, etc) in the computerised information system (webPAS) in a timely manner to ensure a correct bed census.

2. Medical Records

- 2.1. Retrieve, compile, create, update and track medical records.
- 2.2. Print and prepare admission paperwork, labels and wristbands in preparation for patient attendance.
- 2.3. Collate discharged medical records and return to clinical coding in a timely manner.
- 2.4. File loose reports/notes, including laboratory reports to ensure medical records are current.
- 2.5. Ensure financial forms (e.g., HA92, Acute Care Certificates and Financial Election forms) are completed by patients as required and submitted accordingly.

3. Reception

- 3.1. Attend and direct telephone enquiries as necessary.
- 3.2. Attend to enquiries and requests from the public, staff and doctors and assist with the direction of patients and visitors.
- 3.3. Operate Ward Paging System.
- 3.4. Record and direct messages and mail as appropriate.

4. Administrative

- 4.1. Ensure adequate levels of stationery and other office supplies.
- 4.2. Photocopying as required.
- 4.3. Arrange bookings for various services (i.e. Medical tests, transport etc.) as requested by clinical staff.
- 4.4. Attend to and record patient's private and lost property and arrange for safe keeping and return.
- 4.5. Provide on the job training and support to other clerical staff being trained for this position.

5. Other

- 5.1. Ensure maintenance of patient confidentiality at all times.
- 5.2. Participate in team activities/portfolios.
- 5.3. Attend Team meetings as required.

6. EMHS Governance, Safety and Quality Requirements

- 6.1. Participates in the maintenance of a safe work environment.
- 6.2. Participates in an annual performance development review.
- 6.3. 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.
- 6.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 6.5. Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 6.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

7. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Previous clerical, reception or administrative experience.
2. Demonstrated interpersonal, verbal and written communication skills.
3. Demonstrated organisation and time management skills, including the ability to organise and prioritise workloads to meet timeframes.
4. Demonstrated ability to work with minimal supervision and in a team environment.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills.

Desirable Selection Criteria

1. Previous experience with computerised Patient Information Systems (i.e. webPAS).
2. Knowledge of medical record procedures and practices.
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.

Manager / Supervisor Name	Signature or	HE Number	Date
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on August 2018
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