



Job Description Form

HSS Registered

Ward Clerk

Health Salaried Officers Agreement: Level G-2

Position Number: 00006809 00006810 00006811 00006813 00006815 00006816

Health Information and Administrative Services (HIAS)

Women and Newborn Health Service

Reporting Relationships

Manager HIAS
 Award Level: TBA
 Position Number: 00013777



Inpatient Administrative Coordinator
 Award Level: HSO Level G5
 Position Numbers: 00013780



This Position



← Also reporting to this supervisor:

- Administrative Assistant
- Booking Clerk
- Clerk – Relief
- Secretary
- Waitlist Clerk
- Ward Clerk

Directly reporting to this position:

Title	Classification	FTE
Nil		

Other positions under control

- Nil

Prime Function / Key Responsibilities

Responsible for the provision of frontline customer and reception services, ward clerical services and medical record maintenance including receiving and processing all direct/indirect admissions and discharges for the ward.

Brief Summary of Duties (in order of importance)

1. Clerical Duties

- 1.1 Provide frontline customer and reception services for the ward.
- 1.2 Provide ward clerical services and medical record maintenance including receiving and processing all direct/indirect admissions and discharges for the ward.
- 1.3 Receive and redirect incoming correspondence, phone calls and visitors, including internal and external clients to appropriate personnel.
- 1.4 Coordinate ward administrative requirements including the purchase and maintenance of stationery supplies, office equipment and facilities.
- 1.5 Liaise with all levels of clinical, managerial, administrative and support staff via paging system, telephone and email.
- 1.6 Arrange patient transport and assist country patients to access the travel assistance scheme.
- 1.7 Provide orientation for new and relief ward clerks, and clinical staff to the clerical requirements of the ward.

2. Medical Record Duties

- 2.1 Use patient information systems in accordance with policies and guidelines to support bed management and accurately record patient admission, episode of care change, movement and discharge. Waitlist patient appointments as required.
- 2.2 Maintain the security and confidentiality of each patient's paper-based medical record including filing all relevant documents in a timely manner and predetermined order, preparing documents for patient discharge or transfer, and tracking movement of the record into and out of the ward using a computerised system.
- 2.3 Action clinical correspondence as requested by the multidisciplinary team.
- 2.4 Undertake clerical tasks associated with intra and inter hospital transfers/discharges of patients.
- 2.5 Identify and update patient status relating to Unclassified Admissions, Private Patient Scheme, Compensable Patient Scheme and Reciprocal Arrangement Scheme operating within the Hospital, and notify relevant person(s) of same.
- 2.6 Ensure all patients' financial election forms are signed and processed appropriately as required.

3. NMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Participates in an annual performance development review.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service, WNHS and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed.

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Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in a clerical/reception role with the ability to multi-task and manage conflicting demands.
2. Demonstrated verbal communication and interpersonal skills to support high quality customer service to clients from diverse backgrounds.
3. Demonstrated written communication skills to convey factual information and accurately record information received verbally.
4. Demonstrated computer literacy with accurate data processing/keyboard skills with attention to detail.
5. Demonstrated ability to manage and prioritise own workload, contribute in a multidisciplinary team environment, and respond flexibly to meet emerging demands.

Desirable Selection Criteria

1. Conversant with medical terminology, medical abbreviations and the principles associated with patient confidentiality.
2. Previous experience in a busy hospital or large medical practice environment using computerised patient information systems and clinical software.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- 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/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: