



HSS Registered

Ward Clerk
Health Salaried Officers Agreement: Level G-2
Position Number: 000333
Hospital Information Management Services (HIMS)
Fremantle Hospital and Health Service

Reporting Relationships

Hospital Information Management Service Site Coordinator
 HSO Level G-6
 Position Number: 001866



Clerical Coordination, Inpatient Services
 HSO Level G-5
 Position Number: 114844



This Position



Directly reporting to this position:

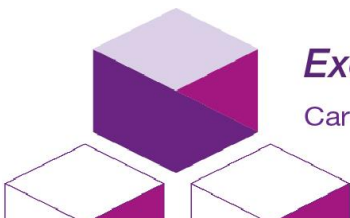
Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Ward Clerks, HSO Level G-2
- Supervisors, HSO Level G-3

Key Responsibilities

Responsible for the provision of a complete reception, clerical and administrative service to ensure the efficient and effective operation of the ward area.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

Brief Summary of Duties (in order of importance)

1. Reception, Clerical and Administrative

- 1.1 Provides a reception service to the ward area and or department. Receives visitors (i.e. patient's staff or members of the public) and phone calls and responds, informs or directs appropriately.
- 1.2 Receives / admits / discharges / transfers etc. and processes patients to the ward. Checks, updates and maintains all relevant patient data and financial status and utilises the Patient administration system and other systems to ensure correct identification and entry of patient information. Updates ward based information to ensure accurate bed status, e.g. internal ward bed changes, patient condition codes, patient's leave, changes of Consultants.
- 1.3 Ensures receipt of patients' Medical documentation, maintaining security and confidentiality of the Medical data and paper based medical records during an admission and according to Medical Record procedures.
- 1.4 Collates all paper-based forms upon discharge to ensure accurate identification of clients.
- 1.5 Enters referrals and arranges follow up appointments as appropriate, to relevant outpatient clinics, other hospitals or private rooms.
- 1.6 Liaises with patient service agencies, e.g. FSH, FH and St John Ambulance Transport, Interpreter etc. to ensure appropriate services for patient.
- 1.7 Assists with the training of new / relief staff.
- 1.8 Maintains appropriate stock levels for stationary and raises requisitions, I procurement, Empac requests and stationary orders, as and when required.

2. SMHS 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, South 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 and in accordance with administrative functions.

Work Related Requirements

Essential Selection Criteria

1. Demonstrate strong customer focus experience.
2. Demonstrate effective organisation and prioritisation skills.
3. Demonstrate sound written and verbal communication skills.
4. Demonstrate ability to work both independently and in a team environment.
5. Demonstrate ability to deal responsibly and appropriately with highly confidential information.
6. Proficient computer skills and experience with data entry and retrieval.

Desirable Selection Criteria

1. Demonstrated experience in a reception and/ or clerical environment.
2. Experience with a Health Application such as webPAS.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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.

Diana Northan	Signature	or	HE50223	06/11/2019
Manager / Supervisor Name	Signature	or	HE Number	Date
Nick Leather	Signature	or	HE21074	06/11/2019
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	July 2021
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