



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Clerk-Ward

Health Salaried Officers Agreement: Level G2

Position Number: 000476

HIMS Ward Clerk Service

Sir Charles Gairdner Hospital

Reporting Relationships

Deputy Manager
 Health Information Management Service
 HSO Level G7
 Position Number: 000587



Coordinator Ward Clerk Service
 HSO Level G5
 Position Number: 000584



This Position



← Also reporting to this supervisor:

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	Nil
Nil			

Prime Function / Key Responsibilities
 Responsible for the provision of the ward administration / clerical services, admission and discharge procedures and medical record maintenance.

Brief Summary of Duties (in order of importance)

This position works within a collaborative team environment also interacting with patients, family members and visitors, therefore customer service is a key element of the role. The position holder will be expected to be able to conduct many tasks simultaneously and be able to prioritise their daily workload to ensure tasks are completed.

1. Clerical

- 1.1 Provides a comprehensive ward reception service to staff, patients and members of the public. This includes monitoring and screening telephone calls, distribution of incoming mail and customer service to the ward.
- 1.2 Prepares and maintains patient medical records relating to ward admissions (i.e. booked, direct and emergency admissions) as well as internal transfers and discharges.
- 1.3 Maintaining an appropriate filing system for all medical records, this includes the tracking of all medical records using the electronic Medical Records Internal Tracking System (within webPAS) for tracking the location of all medical records within the hospital.
- 1.4 Utilises the computerised Patient Administration System (e.g. webPAS) to undertake admission, transfer and discharge functions for patient movement within the hospital, Episode of Care (EOC) changes and patient demographics.
- 1.5 Completes a ward census using a Clinical Information System (e.g. iCM) and Medical Records audit which is to be completed at the beginning of each ward shift (morning and afternoon) to ensure that patients and their medical records are in the correct ward location updating details where necessary.
- 1.6 Liaises with the clinical Ward CNS/Ward Shift Coordinator and/or Discharge Coordinator in arranging patient transport including road transport or air flights within the state through Patient Assisted Transport (PATs) to various facilities.
- 1.7 Ordering of stationery and clinical forms for ward use.
- 1.8 Maintaining office equipment and any electrical/structural maintenance repairs for the ward via EMPAC, an IT programme.
- 1.9 Training of new ward and relief clerical staff.

2. NMHS 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, North 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.

The successful occupant of this position will be required to comply with the Sir Charles Gairdner and Osborne Park Health Care Group (SCGOPHCG) Strategic Plan, Occupational Safety & Health and Confidentiality throughout the course of their duties.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated clerical and reception experience.
2. Demonstrated well developed oral and written communication and interpersonal skills.
3. Demonstrated ability to work effectively as part of the multidisciplinary team.
4. Demonstrated ability to maintain confidentiality.
5. Demonstrated organisational and time management skills including the ability to prioritise and complete a variety of tasks whilst meeting a range of deadlines with minimal supervision.

Desirable Selection Criteria

1. Knowledge of computerised Patient Administration Systems (e.g. webPAS) also including Microsoft programmes and demonstrated keyboard skills.
2. Previous experience in a Health Information Management or health care environment.
3. Knowledge of medical terminology.
4. 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.

Manager/Supervisor

Lisa Groat
HE: 41847
16 August 2016

Dept./Division Head

Frances Harrison
HE: 50987
16 August 2016

Position Occupant

Name:
Signature:
Date: