



HSS Registered

Ward Clerk

Health Salaried Officers Agreement: Level G2

Position Number: 104526

Health Information Management Service

Royal Perth Hospital / East Metropolitan Health Service (EMHS)

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.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, consumers and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

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. Actively participates in the Peak Performance program.
- 2.3. Supports the delivery of safe consumer 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 the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

3. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

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.

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|-----------------------------------|---------------------|------------------|-------------|
| Christine Minors | | He01169 | |
| Manager / Supervisor Name | Signature or | HE Number | Date |
| Gordan Cvetkoski | | He05138 | |
| 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)

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|-------------------|------------------------|--------------------|
| Created on | Last Updated on | August 2018 |
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