

Position Title: Ward Clerk

Campus: Ballarat

Directorate: Nursing and Midwifery

Department: Acute Operations & Sub-acute Based Services

Reporting to: Executive Director Acute Operations

Direct Reports: Nurse Unit Manager
Program Director Emergency and ICU

Appointment Terms/Conditions:

Classification and Code: Grade 1A (HS1A)

Enterprise Agreement: *Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement*

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

- Provides frontline reception, clerical and administrative support to the clinical unit, program or service
- Performs a wide range of administrative support tasks to assist and ensure the efficient and effective functioning of the clinical unit/program
- Promotes efficient teamwork and service provision both within the area and the organization and with other service providers

KEY ACCOUNTABILITIES

Achieving Results, Innovation and Driving Change to Deliver High Quality Patient Care

- Maintains a customer focus and professional presence in the designated area
- Ensures timeliness of patient orientated activities to assist with smooth transition of ward functioning
- Facilitates concise, appropriate and meaningful communication with all stakeholders
- Assists the Nurse Unit Manager or delegate where directed with tasks to ensure patient flow and access processes are seamless
- Participates in the review and evaluation of processes to ensure best possible outcomes for all interactions and tasks

Key Performance Measures

- Observation of practice demonstrates positive interactions with all stakeholders
- Demonstrates appropriate, accurate and timely collation of patient paperwork
- Demonstrates efficiency and timeliness with patient appointments as required
- Assists with sourcing of resources for the ward to assist with delivery of patient care and services as directed by the Nurse Unit Manager or delegate

Business and Financial Acumen

- Provides advanced levels of typing, data entry and data presentation for the nursing team where applicable to the designated area
- Demonstrates ability to collect and organise raw data and information according to the needs of the area
- Maintains the system for equipment hire, including negative pressure wound therapy machines where required for the area under the Nurse Unit manager or delegate
- Manages supply/stores within the allocated budget where required for the area under the supervision of Nurse Unit Manager or delegate
- Operates Information Communications Technology efficiently and with confidence including PC based software packages, IBA Patient Administration System, ARM requisition system, Microsoft Office and roster on
- Works within the Delegations of Authority" consistent with the role under the direction of the Nurse Unit Manager or delegate

Key Performance Measures

- Observation of practice demonstrates IBA processes are enabled and adhered to and BOSSnet is accessible and utilized
- Demonstrates efficiency with scheduling patient appointments as required
- Demonstrates efficient, timely and accurate preparation of Admission and Discharge paperwork
- Attends to equipment hiring processes as directed

Critical Thinking and Decision Making

- Is able to make appropriate decisions in a timely manner in relation to required work and priorities
- Participates as a member of the team in constructive decision making that impacts on the designated area
- Works within the organizations policy and procedural framework

Key Performance Measures

- Ensures customer focus education is maintained

- Seeks clarification at all times where needed

Interpersonal Communication, Influence and Leadership

- Practices within the vision, mission and values of Ballarat Health Services
- Functions in accordance with legislation conducting practice within a professional and ethical framework to deliver accountable service that protects the right of individuals and groups
- Maintains effective communication systems within the area
- Assists with support and orientation of new staff members

Key Performance Measures

- Demonstrates communication is appropriate, respectful and within the values of Ballarat Health Services
- Observation of practice demonstrates interactions with consumers and stakeholders are meaningful

Managing Performance

- Adheres to policies and procedures for escalation of challenging interactions with any stakeholders
- Demonstrates a person-centred care and respectful approach to patients, visitors and staff

Key Performance Measures

- Direct line reporting is acknowledged in all situations
- Observation of practice demonstrates privacy and confidentiality is maintained and adhered to at all times when dealing with sensitive information
- Observation of conduct and daily interactions with all staff demonstrate Ballarat Health Services values are upheld

Planning and Priority Setting

- Prioritising of tasks facilitates coordinated approach to ward function
- Manages time efficiently and effectively
- Demonstrates articulate communication with all stakeholders, seeking clarification as necessary
- Ensures ability for smooth transition of shift handover as required
- Demonstrates adaptability to continuous changes within the environment

Key Performance Measures

- Demonstrates patient centred facilitation of all activities
- Ensures a customer focus in all interactions with stakeholders

Quality, Safety and Risk Management

- Promotes a safe and healthy workplace and takes all reasonable care for personal safety and the safety of colleagues, patients, their families/carers
- Actively participates in and supports quality improvement activities
- Complies with Ballarat Health Services integrated Risk Management framework
- Actively participates in the National Safety and Quality health Service Standards and preparation for the health service accreditation process as directed by the Nurse Unit Manager or delegate

Key Performance Measures

- Ensures all hazards and risks are promptly reported
- Demonstrates compliance with organisational regulations of OH&S

Self-Management

- Demonstrates a positive attitude to the agreed role and responsibilities
- Adheres to the education framework to ensure compliance with mandatory competencies for their clinical environment
- Ensures completion of an annual performance development review in accordance with Ballarat Health Services Staff Development Program
- Maintains and be involved in knowledge and skill development opportunities through attendance and participation in relevant courses and conferences

Key Performance Measures

- Demonstrates accountability and responsibility for 100% compliance of all mandatory and organisational competencies
- Completes a meaningful Annual Performance Development review in a timely manner
- Maintains resilience through stressful situations

Organisational Requirements

- Compliance with all BHS Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Participation in the BHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Ballarat Health Services, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Ballarat Health Services.
- At BHS we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst BHS employees.
- BHS is committed to a patient/client centred approach in the provision of health care and services, consistent with the BHS values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

KEY SELECTION CRITERIA

Essential

- Ability to prioritise and manage inquiries to unit/service
- Demonstrates excellent interpersonal skills and be able to respond and relate to medical, nursing and allied health staff
- Demonstrates high level communication skills
- Demonstrates ability to be involved with change management processes and be supportive with the implementation as directed by the Nurse Unit Manager
- High level computer skills
- Demonstrates interest in improving knowledge by being willing to participate in relevant courses and/or education sessions

Desirable

- Knowledge of medical terminology
- Frontline clerical experience
- VINAH training

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.