
POSITION TITLE:	Ward Clerk
RESPONSIBLE TO:	After Hours Nursing co-ordinator & Nurse Unit Manager
DEPARTMENT:	Nursing
AWARD:	Health & Allied Services Award
CLASSIFICATION:	As per award
REPORTS TO:	Team Leader Administration
CONTRACT:	As per employment contract

POSITION STATEMENT

This position has been developed as a result of a successful submission for funding under the 'Round the Clock Medicare: Investing in After Hours GP Services (IAHGPS)'. Refer <http://www.health.gov.au/internet/main/publishing.nsf/Content/Round+the+Clock+Medicare:+Investing+in+After+Hours+GP+Services+Program>

The After Hours Clerical Assistant will provide administrative support to the on call General Practitioner (GP) when the GP is attending for Urgent Care Department presentations under the guidelines of this program; together with ward clerk duties as required.

The After Hours Ward Clerks are required to be discreet and work well under pressure.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

Provision of clerical support to the on call General Practitioner

- As patients present to the acute ward/Urgent Care Department, notify nursing staff and prepare relevant documentation and enter details into outpatient or Urgent Care department register.
- Apply identification bands and/or allergy bands to all admitted patients and all outpatient attendances to Urgent Care Department.
- Ensure relevant documentation is available and completed by the GP and nursing staff, including the Urgent Care Registration form.
- Answering and transferring of telephone calls, taking messages as required.

*Requests for medical advice must be taken/triaged by a Division 1 nurse.

*Requests from other facilities to transfer patients back to Orbost Regional Health to be referred to the After Hours Co-ordinator or senior nurse in charge of the ward.

*Requests from doctors to book in peri-operative cases/procedures to be referred to the After Hours Co-ordinator or senior nurse in charge of the ward.

- Obtaining medical records as required, ensuring availability of relevant documents when requested.
- Participate in requirements for discharge of patients including organising and/or collection of discharge summaries; prescriptions; contacting families; arranging transport; providing documentation for emergency transfers/procedures ensuring patient details are completed.
- Note: Bookings for patient transfer via ambulance are to be made by the After Hours Co-ordinator. The transfer request form is to be completed by the After Hours Co-ordinator also.
- Undertake emergency pathology trips as requested by the Nurse Unit Manager.
- Ensuring Medicare and Department of Veterans' Affairs chits are completed.
- Completing X-ray paperwork.
- Print out Doctor's Inpatient Handover notes from Medical Director on Friday Evenings and place in the relevant inpatient's files for information for the Doctor 'On Call' for the weekend.
- Ensure Culturally and Linguistically Diverse clients have access to interpreters.

Liaise with nursing staff in relation to Ward Clerk functions

When the GP is not seeing patients in the Urgent Care Department and the relevant clerical duties are completed, the following duties may be undertaken:

- Undertake the necessary clerical duties in the admission and discharge of patients to/from the ward.
- Ask patients who come under the criterion if they would like to participate in the Victorian Healthcare Experience Survey.
- Compiling all relevant documents including labels, consent, pathology results, X-rays, ECG's, past histories, for patients undergoing procedures and/or transfer.
- Advise Hotel Services of admissions and discharges, including dietary requirements.
- Liaise with dialysis nurses for daily admissions and discharges.
- Check and record fridge temperatures and enter on a spreadsheet. Follow the required process if the temperatures are above or below that recommended.
- Respond to requests for entry to the health service once doors are secured for the evening in conjunction with the After Hours Co-ordinator.
- Send referrals to allied health, district nursing, home based services, maternal & child health, koori liaison officer, post-acute care services in conjunction with clinical staff.
- Co-ordinate the completion of Episodes of Care before they are returned to medical records. Ensure all documentation is completed and signed by nursing and medical staff.
- General administration duties including answering and responding to telephone calls; completion of bed returns; maintaining patient files and ward electronic patient lists; maintaining stocks of clinical and organisational forms; co-ordinate return of records to Medical Records; maintaining stationery requirements.
- Information obtained from hospital records, or from persons having access thereto, shall be treated as private and confidential information in respect of any individual

patient and such information shall not be published, released or disclosed in any manner that would be detrimental to the personal interest, reputation or privacy of a patient.

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values **Respect, Integrity, Compassion, Excellence, Community**
- All employees of Orbost Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
- Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbost Regional Health
- During the annual performance review discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

ADMINISTRATION

- Be conversant with Orbost Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.

QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.

- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Health Service Standards (organisation wide)
 - Community Care Common Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
- Actively participate in the Orbest Regional Health quality program and accreditation processes against the above standards.
- Are confidently able to complete a RiskmanQ quality activity.
- Be able to identify risks and follow the Orbest Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area.
- Be aware of Orbest Regional Health’s approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.

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AUTHORITY AND CONDITIONS

- All employees of Orbest Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbest Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level NA under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

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(Employee Name)

.....
Executive Title

.....
Signature

.....
Signature

.....
Date

.....
Date

Orbest Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

- Relevant qualifications and/or experience in office administration, computer based software including Microsoft Office.
- Able to provide administrative support to clinical personnel.
- Able to work as part of a multi-disciplinary team.
- Has an understanding of Occupational Health & Safety issues relating to a health facility.
- Is able to actively participate in the Quality Improvement program.
- Abides by the Orbost Regional Health privacy policy.
- Current Police Check, WWC or Working with Aged as relevant
- Drivers Licence

Desirable Criteria

Orbost Regional Health Position Description - Attachment 1
Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
NDIS Worker Orientation Program	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture

**Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update**

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2years	Info Update	All ORH staff	Manager Discussion