

Position Description

Position Title	Ward Clerk
Position Number	30026121
Division	Clinical Operations
Department	Ward 6A
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Nurse Unit Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Receptionist/Ward Clerk is the first point of contact for staff, patients and families. This position provides valuable administrative help to all the staff within the department using a wide range of administrative skills.

Responsibilities and Accountabilities

Key Responsibilities

- Reception and registration of all patients, make bookings, and perform all other clerical duties required for 6A.
- Processing referrals in line with Specialist Clinics access policy
- Communicating with staff, patients and visitors via phone and in person.
- Answer queries from patients, staff and medical officers
- Ensure that patient and visitor inquiries are handled promptly and efficiently using exceptional customer service
- Ensure all correspondence is dealt with in a timely manner
- Demonstrate an excellent standard of customer service to provide patients with a positive experience while visiting Bendigo Health
- Participate in staff training and development as required
- Develop and maintain general office systems and procedures to ensure efficiency
- Update Kronos and iPM data bases where required (data entry and collection).
- Effectively communicate & liaise with other departments to ensure timely and patient focused service at all times
- Undertake the full range of clerical duties activities including filing, faxing, emailing, and photocopying as required (& other administrative & customer service duties as required or directed)
- Ability to work within a team environment and autonomously
- Ordering food and stationery supplies for unit.
- Invoice management for the unit.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Excellent interpersonal and communication skills within all levels of the organisation
2. Ability to give excellent customer service to both internal and external customers.
3. A personal approach which is positive, enthusiastic, friendly and helpful
4. Flexibility to operate in an environment that requires constant prioritising of work and competing demands.
5. Ability to work as part of a team, as well as to work independently
6. A commitment to work flexible hours when necessary, including after hours and weekend work.
7. High level of data entry skills

8. Demonstrated high level telephone, reception and office administration skills and experience
Demonstrated ability to meet deadlines, schedules and set goals as required

Desirable

9. Database and accurate data entry experience. Experience with IT systems including iPM, ePR, Foodstorm, Oracle, Pegasus and Kronos
10. Previous experience in a health care environment

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time