

Position Description

Position Title	Ward Clerk
Position Number	30027551
Division	Clinical Operations
Department	DOSA and Endoscopy
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers 2021-2025
Classification Description	Grade 1A – 1
Classification Code	HS1A – HS1
Reports to	Nurse Unit Manager, DOSA and Endoscopy
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The DOSA and Endoscopy Department

The team is part of Bendigo Health's Surgical Services Department.

The Interventional Suite at Bendigo Health consists of: 11 main operating theatres, 3 procedure rooms, Sterilising Department, Stage 1, 2 and 3 recovery room areas and Day of Surgery Admissions. More than 12,000 elective and emergency surgical procedures are completed every year. Interventional suite staff are required to adapt quickly to emergency situations which can take place at any time during a 24 hour period, seven days a week.

The DOSA and Endoscopy team admit all patients for theatre and provide additional support through pre and post-operative calls to patients to ensure their procedure is proceeding as planned.

The Position

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The Day of Surgery Admissions (DOSA) ward clerk role is a position that is responsible for; preparation of admission for patients on the day of their elective or emergency surgery. Roles include; revising operation theatre lists on iPM in comparison to booked surgery procedures on a daily basis, procuring and preparing patient files for their surgery, general patient data entry including admissions and discharges, KRONOS roster

data entry, generating invoices, generating orders of consumable supplies within theatre using ORACLE FMIS ordering system, and may include minute taking and writing up minutes and distribution of minutes.

This is a role that is the first person in the Interventional Suite that patients and their families meet on the day of their surgery, so a cheerful and polite personality is required for this position.

Responsibilities and Accountabilities

Key Responsibilities

The Day of Surgery Ward Clerk is the friendly, helpful face and voice of the operating theatre.

Essential Skills & Attributes

- Demonstrated computer/keyboard skills; word processing, spreadsheets, email, generating invoices.
- Demonstrated reception and basic office administration skills. Previous minute taking and minute writing experience essential.
- Ability to maintain effective and efficient work output while unsupervised
- Sound understanding of the key concepts of confidentiality in a health care environment
- a current and satisfactory National Police Record Check must be presented or arranged at the time of commencement
- a current and satisfactory "Working With Children Permit"

Highly Desirable Skills & Attributes

- Basic or advanced medical terminology. Course completion desirable
- Previous skills and experience in a hospital and/or theatre environment
- Computer skills for the following programs; Microsoft outlook, KRONOS and iPM

Personal Attributes

- Clear and polite interpersonal skills
- Excellent telephone manner and customer service skills
- Ability to interact and communicate with a diverse range of people at all levels
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn

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.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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. Demonstrated computer/keyboard skills; word processing, excel spreadsheets, email and generating invoices.
2. Demonstrated reception and basic office administration skills. Previous minute taking and minute writing experience essential.
3. Ability to maintain effective and efficient work output while unsupervised
4. Sound understanding of the key concepts of confidentiality in a health care environment.
5. Demonstrated high level interpersonal skills, with a strong patient satisfaction focus

Desirable

6. Previous clerical experience in a perioperative/theatre environment is desirable.
7. Knowledge of KRONOS, SAP or other payroll systems.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health’s Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Drivers Licence A current Victorian driver’s licence is required for this position.

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.