

Position Description

Position Title	Ward Clerk
Position Number	30026121
Division	Clinical Operations
Department	Acute Ambulatory and Critical Care
Enterprise Agreement	VPHS (Health & Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification Description	Administrative Grade 1 A
Classification Code	HS1A
Reports to	Cardiac Catheter Laboratory and Cardiology Nurse Unit Managers
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
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

The Clinical Operations Division

The Clinical Operations Division encompasses acute and mental health services with a focus on excellent care, every person, every time. We provide a wide range of general medical, surgical and speciality services including oncology, cardiology, renal, emergency, women's and children's, critical care, specialist clinics and mental health services.

Within a state of the art hospital, the team provides high quality services using the latest technologies. Our eleven operating theatres (including 2 endoscopy rooms), critical care, emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

The Mental Health Service is a complex service that 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. The Child and Adolescent Mental Health Service provides services to patients from birth to 17 years, the Youth Team covers ages 18 to 24 years, Adult Services cover patients from 25 to 64 years and the Older Person's Service manages those individuals over 65 years old.

Each year our onsite specialist clinics provide almost 95,000 occasions of service, we also see more than 52,000 people in our emergency department and welcome around 1400 babies into the world. The Clinical Operations Division assists with the admission of more than 49,000 patients into the hospital each year.

The Cardiology Team

The Cardiac Catheter Laboratory and Cardiology sit in the Clinical Operations Division within Critical and Ambulatory Care at Bendigo Health. These departments provide Cardiac Catheter Laboratory and Cardiology services to our community, organisation and region as needed and is answerable to the Executive director of Clinical Operations

The Cardiology department has its own bed card and also provides a consultative service to other specialties as requested. The team consists of Cardiologists, Cardiac nurses, Cardiac technologists and Cardiac Sonographers, Cardiology registrars and interns.

The Cardiology Service is responsible for patients in several departments including inpatient wards, emergency department, ICU/CCU in addition to Cath Lab and Cardiology outpatients.

The Cardiac Catheter Laboratory provides a variety of diagnostic and interventional procedures, including: Coronary angiograms, Transoesophageal Echocardiograms, Electrophysiology Studies, Pacemaker insertion and 24/7 emergency response to Acute Myocardial Infarctions. Other things include cardiac catheterisation and hemodynamic studies, electrophysiology studies, ICD implant and replacement, both subcutaneous and transvenous and loop recorder implant and removal.

The Cardiology department provides a range of diagnostic testing including non-invasive procedures, and consultative appointments, supporting both inpatient and outpatient referrals. With a full suite of echocardiography services, cardiac monitoring, stress testing, pacemaker follow up and a range of specialist cardiology clinics. The department is well equipped to support the cardiac needs of our community.

The Position

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 Ward Clerk position provides valuable help to the technical, nursing and medical staff within the departments using a wide range of administrative skills. The Ward Clerk is the first point of contact for staff and patients. The role of the Ward Clerk in the Cardiac Catheter Laboratory and Cardiology departments is varied and requires discipline to move smoothly between tasks; such as dealing with patient phone enquires, assisting the multidisciplinary team and ensuring all clerical duties are performed, all while maintaining a warm personality. A thorough knowledge of Bendigo Health's computer programs and applications is also desirable.

Responsibilities and Accountabilities

Key Responsibilities

- Reception and registration of all patients, make bookings, and perform all other clerical duties required for the Cardiac Catheter Laboratory.
- Processing referrals in line with the Bendigo Health Specialist Clinics Access Policy
- Communicating with staff, patients and visitors via phone and in person.
- Answer queries from patients, staff and medical officers
- 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
- Develop and maintain general office systems and procedures to ensure efficiency
- Update iPM and Cardiobase data bases where required (data entry and collection).
- Effectively communicate & liaise with other departments to ensure timely and patient focused service at all times

- Ensure that patient and visitor inquiries are handled promptly and efficiently using exceptional customer service
- Undertake the full range of clerical duties activities including filing, faxing, emailing, and photocopying as required (& other administrative & customer service duties as required)
- Ability to work within a team environment and autonomously
- Participate in staff training and development as required
- Active involvement in designated portfolio (e.g. KRONOS, quality, orientation)
- Ordering food and stationery supplies for unit.
- Ensure all correspondence is dealt with in a timely manner

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. High level of data entry skills
2. Ability to interact and communicate with a diverse range of people at all levels
3. A willingness and ability to learn with the flexibility to operate in an environment of change and continuous improvement.
4. Ability to give excellent customer service to both internal and external customers. And provide a personal approach which is positive, enthusiastic, friendly and helpful
5. Ability to work as part of a team, as well as to work independently
6. Excellent interpersonal and communication skills
7. Flexibility to operate in an environment that requires constant prioritising of work and competing demands.
8. Demonstrated ability to meet deadlines, schedules and set goals as required

Desirable

9. Previous work experience in a medical environment would be desirable
10. iPM experience, an understanding of Cardio base system, KRONOS, Microsoft Office.

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.

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

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.