

## Position Description

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|------------------------|---|
| <b>Position title:</b> | Clerk   |
| <b>Department:</b>     | Outpatient and Satellite Clinics  |
| <b>Classification:</b> | Administration Officer Grade 1 (AO10 – AO12)  |
| <b>Agreement:</b>      | Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025 |
| <b>Reporting to:</b>   | Clerical Supervisor   |

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### About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

### Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

### Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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## About the department/unit

The Outpatient and Satellite areas accommodate specialist care for women in Obstetrics and Gynaecology. Both areas provide care for women, their families, clinicians, research and academic staff.

Our key working relationships include Allied Health Services, Inpatient Services and Health Information Services.

We are guided by the Royal Women's Hospital Policy, Procedures and Strategic Plan.

## Position purpose

Clerks are responsible for the provision of customer service and administration services for the Women's. Specifically, they will:

- Provide friendly and welcoming customer service to patients and their families
- Deliver high quality data entry, word processing and general administration
- Ensure the efficient and effective service operations by performing all the responsibilities and duties outlined

## Key responsibilities

### Professional practice

- Booking, scheduling and registration of patients
- Assisting in all aspects of reception duties
- Phone, online and health hub enquiries
- VINAH errors work queues when required
- Restocking supplies as required
- Providing respectful and positive interactions with patients, families and staff, effectively managing challenging situations with a professional demeanor
- Ensuring patient confidentiality is maintained at all times
- Completing all relevant mandatory competencies and professional development planning
- Working closely with clinic coordinators
- Incoming telephone calls are to be answered, checking voice mail, taking messages if required and liaise with Clinic coordinator.
- Working in clinic Pods attending to clinic needs
- Assisting in maintenance and tidiness of the waiting area
- Any other duties as directed by Clerical Supervisor required that meet relevant standards and recognised practice

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## **Communication and teamwork**

- Working collaboratively with other team members, sharing knowledge and adapting to varying workloads
- Contributing to a positive and cohesive workplace culture, resolving issues constructively
- Providing a high level of customer service to patients and their families, colleagues, medical staff and ancillary staff
- Communicating respectfully and effectively with patients and their families from diverse backgrounds

## **Key Performance Indicators (KPI's)**

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

## **Key selection criteria**

### **Experience/qualifications/attributes**

#### **Essential:**

- Previous experience in administrative duties
- Excellent communication and interpersonal skills, with strong customer focus
- Computer literacy and proficiency
- Strong attention to detail
- Excellent time management and the ability to prioritise
- The ability to communicate effectively and build rapport with people from diverse cultures and backgrounds
- Embodiment of the Women's values
- A demonstrated 'can do', flexible approach and attitude to work

#### **Desirable:**

- Working knowledge of IPM and Epic
- Previous experience in a medical setting
- An interest in continuous improvement and professional development

## **Organisational relationships**

### **Internal relationships**

- All RWH departments and clinics
- Manager(s), Women's Clinics & Team Leader Maternity
- Associate Unit Managers across RWH
- Other clinical and clerical staff across RWH

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## External relationships

- Patients and their families
- Other health providers and medical practitioners.

## Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

| Physical demands  | Frequency                          |
|---|------------------------------------|
| <b>Shift work</b> – rotation of shifts – day, afternoon and night                             | Occasional                         |
| <b>Sitting</b> – remaining in a seated position to complete tasks                             | Prolonged/Constant                 |
| <b>Standing</b> – remaining standing without moving about to perform tasks                    | Rare                               |
| <b>Walking</b> – floor type even, vinyl, carpet,  | Frequent                           |
| <b>Lean forward/forward flexion from waist</b> to complete tasks                              | Occasional                         |
| <b>Trunk twisting</b> – turning from the waist to complete tasks                              | Rare                               |
| <b>Kneeling</b> – remaining in a kneeling position to complete tasks                          | N/A                                |
| <b>Squatting/crouching</b> – adopting these postures to complete tasks                        | N/A                                |
| <b>Leg/foot movement</b> to operate equipment   | N/A                                |
| <b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps              | Occasional                         |
| <b>Lifting/carrying</b> – light lifting and carrying less than 5 kilos                        | Frequent                           |
| – Moderate lifting and carrying 5 – 10 kilos  | Rare                               |
| – Heavy lifting and carrying – 10 – 20 kilos.   | N/A                                |
| <b>Push/pull of equipment/furniture</b> – light push/pull forces less than 10 kg              | Occasional                         |
| – moderate push / pull forces 10 – 20 kg  | N/A                                |
| – heavy push / pull forces over 20 kg   | N/A                                |
| <b>Reaching</b> – arm fully extended forward or raised above shoulder                         | Rare                               |
| <b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)    | Frequent                           |
| <b>Sequential repetitive actions in short period of time</b>                                  |                                    |
| – Repetitive flexion and extension of hands wrists and arms                                   | Prolong/Constant                   |
| – Gripping, holding, twisting, clasping with fingers/hands                                    | Frequent                           |
| <b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license. | N/A                                |
| Sensory demands   | Frequency                          |
| <b>Sight</b> – use of sight is integral to most tasks completed each shift                    | Prolong/Constant                   |
| <b>Hearing</b> – use of hearing is an integral part of work performance                       | Prolong/Constant                   |
| <b>Touch</b> – use of touch is integral to most tasks completed each shift                    | Prolong/Constant                   |
| Psychosocial demands  | Frequency                          |
| <b>Observation skills</b> – assessing/reviewing patients in/outpatients                       | Prolong/Constant                   |
| <b>Problem solving</b> issues associated with clinical and non-clinical care                  | Prolong/Constant                   |
| <b>Working with distressed people and families</b>  | Occasional                         |
| <b>Dealing with aggressive and uncooperative people</b>                                       | Occasional                         |
| <b>Dealing with unpredictable behaviour</b>   | Occasional                         |
| <b>Exposure to distressing situations</b>   | Occasional                         |
| Definitions used to quantify frequency of tasks/demands as above                              |                                    |
| <b>Prolonged/constant</b>   | 70 – 100 % of time in the position |
| <b>Frequent</b>   | 31 – 69 % of time in the position  |
| <b>Occasional</b>   | 16 – 30% of time in the position   |
| <b>Rare</b>   | 1 – 15% of time in the position    |
| <b>Not applicable</b>   | 0% of time in the position         |

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## Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

## Vaccination requirements

As this role has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella) and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

## Declaration

**By accepting this position description electronically, I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.**

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**Developed date:** September 2025

**Developed by:** Women's Health Clinic's - Clerical Supervisor

**Date of next review:** September 2026

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