

Position Description

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| Position title: | Ward Clerk – Day Surgery Unit/ Day Procedure Centre |
| Department: | Day Surgery Unit |
| Classification: | AO21 – AO25 Grade 2: Level 1 – Level 5 |
| Agreement: | Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025 |
| Reporting to: | Nurse Unit Manager – Day Surgery Unit |

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 Perioperative Service at the Women's Hospital incorporates all aspects involved in surgical intervention for patients. The following departments are included: Pre-Admission Triage, Surgical Pre-Admission Clinic, Elective Surgery Booking Office, Anaesthetic Department, Acute Pain Service, Day Surgery Unit / Day Procedure Centre, Operating Theatre and Sterile Processing Service.

Position purpose

The purpose of the DSU/DPC Admissions Clerk role is to provide front of house reception and clerical support to a very busy Perioperative Service. This position requires excellent customer service, interpersonal and organisational skills and customer service, accurate data entry of patient registrations, admissions, discharges and appointments. In addition to effective management of all telephone queries, and daily administrative requirements

Key responsibilities

- Welcoming patients and visitors to the unit in a respectful manner
- Contribute to the continuous improvement of the service
- Lead by example
- Share knowledge in an equitable way
- Escalate any consumer concerns to the team and act on OVA, medical emergencies or patient complaints in a professional manner!
- Participate in projects allocated by the line manager (DSU NUM / ANUM)
- Be aware of and work in accordance with OHS legislation Act 2004, hospital policies and procedures including Occupational Health and Safety, VHIMS reporting, Equal Employment, Opportunity and Confidentiality
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions.
- Providing Clerical Support on Public Holidays to support the IVF lists and additional ADHOC lists in response to operational demand on weekends.

Duties

- Effectively communicate with all members of the Perioperative Services team, our patients, support people, visitors and students.
- Support nursing, medical and allied health professionals as required
- Work directed by senior nursing staff (ANUM/NUM)
- Always maintain patient confidentiality
- Communicate any changes to the theatre list or concerns raised by patients
- Call Emergency codes as required
- Monitoring the public waiting room to ensure patients and visitors are kept informed of the expected process
- Confirm support persons details for discharge planning and collection points/ short-term car parking arrangements
- Registering, Admitting, Discharging, Transferring, cancelling patients on the Inpatient Management System (iPM) and EMR (EPIC)

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- Admitting patients efficiently, ensuring the first patient for each theatre is admitted in a timely manner to ensure no theatre delays (in context of theatre session demands)
- Entering correct and accurate data
- Updating patient details.
- Responsible for answering telephones, diverting calls as needed, photocopying and providing clerical administration support
- Post-Operative appointments made for patients from the previous day
- Confirming patients booked for surgery, day prior to arrival to inform them of their arrival time, fasting instructions and hospital floor location of DSU / DPC
- Cover other clerical staff within Perioperative Services ADO's, annual leave and sick leave as required
- Ordering of stock/supplies as required in consultation with the Nurse Unit Manager / Associate Nurse Unit Managers

Clinical Expertise/Skills

- The ability to comfortably work with the public, displaying a professional and caring attitude
- Demonstrated understanding of customer focused service provision
- Well-developed interpersonal, written and verbal communication
- Ability to always provide high quality service
- Demonstrated ability to work independently and as part of a team
- Professional manner in dealing with all hospital personnel, patients and others
- Provide excellent service in dealing with patient enquiries and always remain professional
- Abiding by the Public Sector Code of Conduct

Key Performance Indicators

- Ensure accurate data entry
- Establish close links with key stakeholders and maintain professional relationships
- Participate in change processes under the direction of the Nurse Unit Manager – DSU
- Active participation in team meetings which includes taking minutes and distributing within a timely fashion.
- Ensure proficiency and flexibility in all clerical areas within Perioperative Services
- Ensuring mandatory competencies are completed annually
- Report all OHS related near misses, incidents or injuries using VHIMS software

Key selection criteria

Experience/qualifications/attributes

- Previous experience in front of house/reception roles
- Customer service focused
- Demonstrated experience in Microsoft excel, word, office, email applications

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Essential:

- Well developed, effective communication and interpersonal skills
- Demonstrated ability to work as part of a team and build strong relationships with a wide range of stakeholders.
- “Can do” and flexible approach
- Ability to work a Monday to Friday roster with occasional Weekend or Public Holiday shift.
- A strong commitment to patient safety and patient-centred care.
- The ability to time manage, prioritise and problem solve.
- An interest in continuous improvement and professional development.
- Embodiment of the Women’s values.

Desirable:

- Experience using Inpatient Management and theatre bookings systems/Electronic Medical Records
- Experience in Healthcare setting

Organisational relationships

Internal relationships

- Nurse Unit Managers/Associate Unit Managers
- Patients, partners, and family members using the unit
- Multidisciplinary teams
- Other department staff members

External relationships

- Parkville Precinct Partners
- Relevant external organisations
- Other healthcare providers

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order 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 |
|--|---|
| Shift work – rotation of shifts – day, afternoon and night | Frequent |
| Sitting – remaining in a seated position to complete tasks | Prolonged |
| Standing- remaining standing without moving about to perform tasks | Occasional |
| Walking – floor type even, vinyl, carpet, | Occasional |
| Lean forward/forward flexion from waist to complete tasks | Frequent (with clerical station set up) |

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| Trunk twisting – turning from the waist to complete tasks | Occasional |
| Kneeling – remaining in a kneeling position to complete tasks | Rare |
| Squatting/crouching – adopting these postures to complete tasks | Rare |
| Leg/foot movement to operate equipment | Occasional |
| Climbing stairs/ladders – ascending and descending stairs, ladders, steps | Occasional |
| Lifting/carrying – light lifting and carrying less than 5 kilos | Frequent |
| – Moderate lifting and carrying 5 – 10 kilos | Rare |
| – Heavy lifting and carrying – 10 – 20 kilos. | Rare |
| Push/pull of equipment/furniture – light push/pull forces less than 10 kg | Frequent |
| – moderate push / pull forces 10 – 20 kg | Rare |
| – heavy push / pull forces over 20 kg | Rare |
| Reaching – arm fully extended forward or raised above shoulder | Occasional |
| Head/neck postures – holding head in a position other than neutral (facing forward) | Occasional |
| Sequential repetitive actions in short period of time | |
| – Repetitive flexion and extension of hands wrists and arms | Occasional |
| – Gripping, holding, twisting, clasping with fingers/hands | Frequent |
| Driving – operating any motor-powered vehicle with a valid Victorian driver's license. | N/A |
| Sensory demands | Frequency |
| Sight – use of sight is integral to most tasks completed each shift | Prolonged |
| Hearing – use of hearing is an integral part of work performance | Prolonged |
| Touch – use of touch is integral to most tasks completed each shift | Prolonged |
| Psychosocial demands | Frequency |
| Observation skills – assessing/reviewing patients in/outpatients | Frequent |
| Problem solving issues associated with clinical and non-clinical care | Prolonged |
| Working with distressed people and families | Frequent |
| Dealing with aggressive and uncooperative people | Frequent |
| Dealing with unpredictable behaviour | Frequent |
| Exposure to distressing situations | Rare/Occasional/ Subjective |
| Definitions used to quantify frequency of tasks/demands as above | |
| Prolonged/constant | 70 – 100 % of time in the position |
| Frequent | 31 – 69 % of time in the position |
| Occasional | 16 – 30% of time in the position |
| Rare | 1 – 15% of time in the position |
| Not applicable | 0% of time in the position |

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.

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Vaccination requirements

As this role has 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), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, 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.

Developed date: 04/06/26

Developed by: NUM DSU

Date of next review: 03/06/27

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