

## Position Description

<b>Title</b>	Casual Clerk
<b>Department</b>	Nursing Midwifery Workforce Unit
<b>Classification</b>	Administration Grade 1
<b>Agreement</b>	Health & Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Responsible to</b>	Workforce Manager

### 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

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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.

### **Department/Unit Specific Overview**

The Nursing Midwifery Workforce Unit is responsible for the provision and management of casual staff for the Women's.

### **Position Purpose**

To fill administrative shortfalls across the Women's hospital.

### **Key Responsibilities**

- Comply with all organisational established policies and procedures.
- Demonstrate respect and compassion in every interaction.
- Conduct oneself with the highest degree of honesty and integrity in every interaction.
- Demonstrate a passion for caring as evidenced by interaction with patients, families, visitors and colleagues.
- Registration of patients via IPM and EPIC
- Booking and scheduling patients via EPIC
- Assist in all aspects of reception duties
- Proficiency in all patient management computer programs
- Contribute to the overall management of the patient appointment booking process via EPIC and Telehealth
- Photocopying, filing, word processing and other duties as required
- Assist with patient admissions
- Assist in maintenance and tidiness of the waiting area and unit as required
- Ordering and collecting perishable goods – milk, bread etc.
- Ensure that accurate information and records are maintained as stated in the hospital policy
- Ensure patient confidentiality is maintained at all times
- Utilise material resources efficiently
- Be aware of and be involved in Occupational Health & Safety, ensuring a safe environment is maintained for patients, visitors, and staff.
- Demonstrates excellent interpersonal skills and communicates well with patients and their significant
- others, colleagues, medical staff and ancillary staff, ensuring a high commitment to customer service.
- Undertake other clerical and administrative duties, as assigned

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## Key Performance Indicators

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. 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

### Essential Criteria

- Previous experience in clerical duties
- Excellent written, verbal communication and interpersonal skills
- Computer literacy

### Desirable

- Working knowledge of iPM and EPIC
- Previous experience in a medical setting

### Attributes

The personal attributes and behaviors required to perform this position include:

- • Strong customer service focus
- • Demonstrated ability to communicate effectively
- • Attention to detail
- • Excellent time management and the ability to prioritise
- • Professional demeanour
- • Demonstrate a “can do” flexible approach and attitude to work
- • Embodies the Women’s values of courage, passion, discovery and respect

## Organisational Relationships

### Internal relationships:

- Workforce Manager
- NMWU staff
- All staff at the Women’s

### External relationships:

- GPs and referring agencies

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## 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	Rare
Sitting – remaining in a seated position to complete tasks	Prolonged / Constant
Standing- remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Rare
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	N/A
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	N/A
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– 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 / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged / Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Frequent
Problem Solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Prolonged / Constant
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
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

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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).

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:** August 2025

**Developed by:** Nursing and Midwifery Workforce Manager

**Date of next Review:** August 2026

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