

## Position Description

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<b>Position title:</b>	Admissions Clerk – Day Surgery Unit/ Day Procedure Centre
<b>Department:</b>	Day Surgery Unit
<b>Classification:</b>	Admin Officer Grade 1, Transitional Level – Level 2 (AO10 – AO12)
<b>Agreement:</b>	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025
<b>Reporting to:</b>	Nurse Unit Manager - DSU

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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 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 S

## Position purpose

Ward 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

- Welcoming patients and visitors to the unit in a respectful manner
- Contribute to the continuous quality improvement of the service
- Lead by example
- Share knowledge in an equitable manner
- 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.

### 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

### 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 as directed by senior nursing staff (NUM/ANUM)
- Maintain patient confidentiality at all times
- Communicate any changes to the theatre list or concerns raised by patients

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- 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)
- 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 and word processing support
- Post-Operative appointments made for patients from the previous day

### **Clinical Expertise/Skills**

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

### **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 a 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

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## Organisational relationships

### Internal relationships

- All RWH departments and clinics
- Report directly to your immediate line manager. This will be the DSU NUM and/or DSU AUM or in their absence the OT NUM/ Floor Coordinator or AHM.

### External relationships

- Liaise with other health organizations
- Other health providers and secretarial staff from consulting rooms.

## 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
<b>Shift work</b> – rotation of shifts – day, afternoon and night	Frequent
<b>Sitting</b> – remaining in a seated position to complete tasks	Prolonged
<b>Standing</b> – remaining standing without moving about to perform tasks	Occasional
<b>Walking</b> – floor type even, vinyl, carpet,	Occasional
<b>Lean forward/forward flexion from waist</b> to complete tasks	Frequent (with clerical station set up)
<b>Trunk twisting</b> – turning from the waist to complete tasks	Occasional
<b>Kneeling</b> – remaining in a kneeling position to complete tasks	Rare
<b>Squatting/crouching</b> – adopting these postures to complete tasks	Rare
<b>Leg/foot movement</b> to operate equipment	Occasional
<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.	Rare
<b>Push/pull of equipment/furniture</b> – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10 – 20 kg	Occasional
– heavy push / pull forces over 20 kg	Occasional
<b>Reaching</b> – arm fully extended forward or raised above shoulder	Occasional
<b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)	Occasional
<b>Sequential repetitive actions in short period of time</b>	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Frequent
<b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.	Not Applicable
Sensory demands	Frequency
<b>Sight</b> – use of sight is integral to most tasks completed each shift	Prolonged
<b>Hearing</b> – use of hearing is an integral part of work performance	Prolonged
<b>Touch</b> – use of touch is integral to most tasks completed each shift	Prolonged
Psychosocial demands	Frequency
<b>Observation skills</b> – assessing/reviewing patients in/outpatients	Frequent
<b>Problem solving</b> issues associated with clinical and non-clinical care	Prolonged
<b>Working with distressed people and families</b>	Frequent
<b>Dealing with aggressive and uncooperative people</b>	Prolonged
<b>Dealing with unpredictable behaviour</b>	Frequent

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<b>Exposure to distressing situations</b>	Rare / Occasional / Subjective
<b>Definitions used to quantify frequency of tasks/demands as above</b>	
<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

## 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 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:** 12.8.2025

**Developed by:** DSU Management

**Date of next review:** 12.8.2026

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