

## Position Description

<b>Position title</b>	Ward Clerk – Butterfly (NICU)		
<b>Department / Division</b>	Nursing Services		
<b>Classification</b>	Grade 1 (AO10 – AO12)	<b>Employment Status</b>	Part-time, ongoing. Monday 1245-1930 (6.25hr shift)
<b>Position reports to</b>	Nurse Unit Manager - Butterfly		
<b>No. of direct &amp; indirect reports</b>	Nil		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

### The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <https://www.rch.org.au/quality/child-safety/>.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at [www.rch.org.au](http://www.rch.org.au)

### ROLE PURPOSE

First and foremost, the Butterfly Ward Clerk is the first contact for patients, families and health professionals visiting and telephoning the ward. Ward Clerks are responsible for handling these enquiries in an accurate, professional, and timely manner and provision of administrative support to staff.

## KEY ACCOUNTABILITIES

### Customer Service:

- Answering and actioning desk phone calls and enquiries
- Meet and greet patients and families in a friendly and helpful manner
- Identify, build and maintain strong working relationships with internal and external stakeholders to ensure the successful delivery of services
- Always ensure excellence in customer service
- Work in collaboration with staff and departments throughout the hospital
- Attend to parent enquiries

### Administration:

- Support the Nurse Unit Manager and nursing staff by performing the ward specific duties as directed by the NUM/AUM
- Be responsible for the accurate and timely entering of information into the hospital database, ensuring adherence to RCH procedures
- Follow standard operating procedures and work plans to complete tasks as directed
- Complete all RCH documentation as required and maintain up-to-date patient records within EPIC
- Complete timely patient check- in and admission processes for all patients
- Complete timely patient discharge and transfer processes for all patients
- Check and update patient details
- Answering and actioning of desk phone calls and email enquiries
- Ensure completion of Public/Private Election forms
- Preadmit new admissions to the ward, and liaise with other hospitals to attain relevant patient information
- Arrange parent accommodation in Emergency Accommodation and Ronald McDonald House when required
- Maintain EMR Downtime and Admission Packs
- Manage CARPs upon request from staff
- Monitor and manage stationery and ward supply orders, including milk, tea, coffee, etc
- Deliver mail to the mail room
- Report maintenance issues as required
- Other duties as directed, consistent with the employee's skill level and classification.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- Proven strong customer service focus
- Proven experience working in a busy front line customer service role dealing with large volumes of people
- Demonstrated experience in using various computer applications, including Microsoft office programs

### Desirable:

- Experience with IBA or EMR computer systems
- Knowledge of medical terminology
- Experience working in a health care setting

### KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational skills, including management of competing priorities
- Highly developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Ability to handle confidential and sensitive information with discretion

### OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

#### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

### **QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

**Position description last updated**

**August 2022**