

Position Description

Position Title	Ward Clerk		
Department / Division	Kelpie Ward		
Classification	Administration Officer Grade 1 (AO09 –AO10)	Employment Status	Part time, fixed term
Position reports to	Nurse Unit Manager, Kelpie Ward		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital

The Royal Children's Hospital (RCH) provides secondary and tertiary care to children and young people across the northern and western suburbs; specialist paediatric healthcare to the children of Victoria, Tasmania, southern NSW and parts of South Australia; and is the designated statewide provider of services including paediatric trauma, rehabilitation and forensic medicine. As a quaternary centre for complex cardiac surgery and organ transplantation, the RCH cares for the sickest children from around Australia.

The hospital employs over 5,000 staff and has an annual budget of \$620million. It moved to a new, multi-award winning building at 50 Flemington Rd, Parkville.

The Royal Children's Hospital is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: <http://www.rch.org.au/quality/child-safety/>

The RCH values and pursues innovation, and in April 2016 became the first Australian hospital to implement the world-leading 'Epic' electronic medical record (EMR). The EMR includes an online portal to give families and young people the ability to manage and change appointments, quickly receive test results and renew scripts, and review outpatient notes. The EMR is a major investment in the digital transformation of healthcare: The real-time capture and analysis of data to drive improvements in care, and ultimately achieve better health outcomes for young patients.

The Royal Children's Hospital is part of the Melbourne Biomedical Precinct, home to more than 45 world-class biomedical organisations and nearly 50,000 of the brightest minds working together to make the Precinct number one in Asia Pacific.

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

Ward Clerks assist nursing staff by providing indirect patient care under the direction and supervision of the nurse in charge of the shift in the allocated area. First and foremost the 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 the Kelpie Staff.

KEY ACCOUNTABILITIES

- Work as part of a team to ensure the achievement of departmental and hospital wide goals
- Delivery of a high level service that is patient/client focused and includes the families and carers
- Establish relationships that are goal directed and recognise professional boundaries
- Identify, build and maintain strong working relationships with internal and external stakeholders to ensure the successful delivery of services
- Work in collaboration with families and professionals
- Complete all RCH documentation as required and maintain up-to-date medical histories
- Contribute to the ongoing development of clinical processes aimed at promoting excellent collaboration between all healthcare disciplines and improved communication mechanisms
- Attend and participate in continuing education opportunities
- Work in collaboration with departments throughout the hospital
- Prioritise workload based on the individuals/team's needs, acuity and optimal time for intervention
- Participate in quality improvement activities
- Evidence of Quality administration assistance in a professional and timely manner
- Evidence of development and implementation of consistent administrative activities.

QUALIFICATIONS AND EXPERIENCE

- Minimum previous experience 2-3 years in a similar role is essential
- Demonstrated proficiency in the use of established administrative processes
- Computer skills including programs in the Microsoft Office Suite
- Well-developed written and verbal communication skills
- Demonstrated time management and prioritisation skills
- Demonstrated ability to participate effectively in a multidisciplinary team.

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's Check throughout their employment.
- A current, full drivers 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 provide and maintain required immunisations and serology results as part of their employment.

KEY SELECTION CRITERIA

- Ability to maintain confidentiality in all areas of work
- Ability to identify issues and seek appropriate resolution
- Ability to interact with clients and clinicians in an appropriate and professional manner
- Ability to work co-operatively and give assistance as required
- Adaptable and flexible work ethic
- Ability to work with initiative and autonomy
- Balancing sometimes competing and conflicting priorities
- Professional demeanour.

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, all members of the LGBTQI community and people with disability.

Position description last updated

2019