

POSITION DESCRIPTION

Pre-operative Clinic Ward Clerk

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

This position requires a broad range of skills and the ability to be flexible and adapt to varying situations. The ability to work as a team member and show initiative and highly developed problem-solving skills are essential. The employee will be expected to have a good knowledge of all clerical functions in order to provide seamless support to the services.

Position Details

Position Title:	Pre-operative Ward Clerk
Department	Peri-operative unit
Reports to:	Karlie Stevens
FTE:	76 hrs
Budget:	
Enterprise Agreement:	Allied Services, Managers & Admin 2021-2025
Position Classification:	HS1
Position Description last reviewed:	March 2025

Key Accountabilities

High level awareness of confidentiality
Reception duties and Admission of patients
Maintain accurate and timely patient data collection and entry on IPM and RCP
Problem solving with relation to IPM and RCP data entry
Preparation of files for theatre lists and clinics
Booking of Pre-operative Clinic appointments
Provision of admission details for patients booked for surgery
Release of information in accordance with hospital policy and legislative requirements
All other reasonable duties as directed by Manager/Supervisor





Organisational Responsibilities

Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

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CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships

Internal	External
Perioperative Unit staff, Ward Clerks, HIS staff	Patients and designated support persons
Emergency Department staff, Bed Managers	Other hospitals and health care facilities
Ward staff, Allied Health Staff, After Hours Manager	Medical Practices and Surgeon's private rooms
Medical Suites and medical staff	

Selection Criteria

Essential:

- Competency and previous experience in computer work, preferable using IPM
- Strong literacy and communication skills
- Proven experience in customer service
- Experience working with confidential information and maintaining privacy
- Knowledge of medical terminology
- Able to work well in a small team environment
- Flexibility and ability to adapt to and implement change
- Satisfactory evidence of; National police check, Working with Children's Check, NDIS Worker Screening Check and Vaccination status in line with credentialing committee requirements for this role

Desirable:

- Current knowledge of IPM and RCP
- Current Peri-operative or surgical knowledge

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Leadership Capabilities					
The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework. ✓ PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL					
Category	Descriptors	Foundation	Proficient	Advanced	Highly Advanced

Collaboration	Inspires direction & purpose				
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