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| Title | Casual Ward Clerk – Surgical Services | Position Reports to | NUM – Surgical Admissions & Recovery |
| Classification | HS14  | Employment Status | Casual  |
| Enterprise Agreement | HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025 |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

### Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here: <https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

### Position Summary:

Front of House Ward Clerk to support clinical staff and assist with customer service

* Ensuring patient appointments are coordinated and booked in an efficient manner
* Telephone enquiries are managed in a timely manner and receptionist duties are dealt with professionally and efficiently
* Medical records and file management is maintained as per correct process
* Stationary and ward consumables are maintained at appropriate levels for the department
* To support NUM, ANUMS and nursing staff with required clerical supports so they can maintain safe clinical practice

### Key Responsibilities / Performance Outcomes:

**Key Responsibilities / Performance Outcomes** - *As a guide include 5-8 high level performance outcomes*

1. **Provide high quality standards of patient care** - This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team.
2. **Work within an Ethically and Legally Sound framework** - Ensure the delivery of clinical services within the Department is in line with best evidence based practice and the National Safety and Quality Health Service Standards (NSQHSS).
3. **Customer Service**

To provide a customer focused approach to service delivery. This includes:

* Wherever possible, coordinating multiple appointments to meet patient needs.
* Ensuring customers are attended to in a courteous, professional and timely manner.
* Ensuring telephone enquiries are attended to in a timely and professional manner.
* Providing customers with solutions in a courteous and professional manner.
* Maintaining responsibility for resolving each customer’s queries.
* Being sensitive and understanding towards the difficulties experienced by patients with regards to transport and other obstacles making attendance difficult
* Being sensitive to patient’s cultural needs.
1. **Clerical Data Entry and Administrative duties**

To ensure all data is recorded and entered accurately in a timely manner on the Patient Information System. This includes:

* Ensuring all scheduled/cancelled/changed appointments are processed correctly.
* Verifying patient’s details and ensuring the details are updated on a regular basis.
* Collecting and recording all information required by the Department of Human services.

 Contributing to the efficient operation of the Outpatient Clinics of the RVEEH by :

* Ensuring all results / reports not filed by Medical Records staff are filed accurately into the patient’s history.
* Ensuring that review patients who fail to attend their appointment receive notification in a timely manner.
* Respecting patient privacy and ensuring patient files and personal details are treated in a confidential manner.
* Ensuring patient files are forwarded and tracked to appropriate departments.
* Allocating patient appointments in consultation with the patient and appropriate department manager.
* Ensuring all office supplies are used economically and are available when required.
* Collecting and collating statistical data in a timely and accurate manner.
1. **Team Work and Communication**

To be a contributing member of the Outpatients Department and work towards the unit being a harmonious and efficient working environment. This includes:

* Developing and maintaining good working relationships with your colleagues and all hospital staff.
* Attending inter and intra-departmental meetings as required.
* Participating in relevant service improvement activities.
* Ensuring relevant information is communicated to your colleagues in a timely manner.
* Initiating and developing improved processes that contribute to better service delivery.
* Perform other duties as determined by your supervisor/s.
1. **Telephone Service**
* To provide good customer service through switchboard operations to internal and external staff and the general public.
* To provide good customer service through switchboard operations to internal and external staff and the general public.
* Responding in a timely manner to telephone calls.
* Providing accurate information to callers and/or correctly transferring them to appropriate location.
* Promptly and accurately using the hospital paging and public address system as requested by staff.
* To calmly and effectively respond and assist in the co-ordination of an emergency situation.
1. **Personal Development**
* To demonstrate a commitment to own professional development.
* Attendance at relevant Hospital in-services per year including fire and safety training

### Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
* Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities.
* Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the Eye and Ear Data Accountability Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Data%20Accountability%20Framework.docx)).

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience And Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
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| **Experience** |  | * Previous experience in a clerical role
* Previous medical or hospital position
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| **Competencies** | * Good communication and customer service skills
* Computer literacy, preferably in patient information systems
* Demonstrated ability to perform tasks accurately, in an organised manner according to deadlines.
* Demonstrated initiative and enthusiasm
* Demonstrated ability to work in a team environment.
* Ability to work collaboratively with peers as part of a team to achieve successful outcomes
* Demonstrated problem solving skills
* Attention to detail
* Good organisational skills
* Initiative and self-direction and promotes and pursues service excellence
* Basic computer and keyboard skills
* Flexibility and adaptability
 | * Medical Terminology
* Understanding of Victorian public hospital system
* Computer proficiency with a patient management system
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### Reporting Lines

**Position Reports to –** *Department NUM*

### Key Working Relationships

(Internal)

* Nurse Unit Managers
* Nursing Staff
* Medical Staff
* Allied health Staff
* All other hospital staff

(External)

* Customers (patients, relatives, GPs)

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

### Author of Position Description or Manager of Position:

Name Mitchell Wilson

Date 17/2/21

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_