

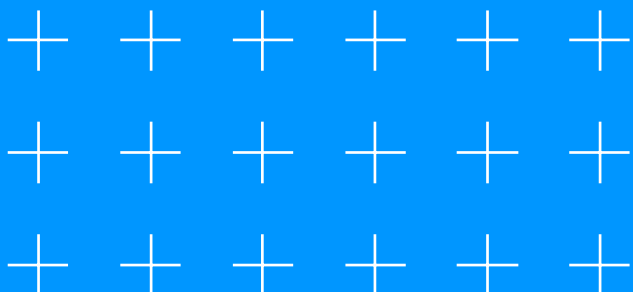


**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

Could this be you?

**Join the Royal
Melbourne
Hospital Team**



Position Description

Emergency Services Clerk

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

Advancing health for everyone, every day.

Position Title:	Emergency Services Clerk
Service:	Critical Care and Investigative Services
Location:	Emergency Department – Royal Melbourne Hospital
Reports To:	Nurse Unit Manager Emergency Department
Enterprise Agreement:	3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS16
Employment Status:	Part Time
Immunisation Risk Category:	Category C
Date of Review:	October 2024

The Emergency Services Clerk is also responsible for all administrative activities within the Emergency Department, providing support to all the members of the multi-disciplinary team.

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.

Internal	External
<ul style="list-style-type: none"> • Multidisciplinary Emergency Department team • Various Hospital departments including wards, Health Information Services and Patient Billing Services 	<ul style="list-style-type: none"> • Patients, their families and visitors • General public

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Highly developed customer service and interpersonal skills
- Concise written and verbal communication skills, including professional phone manner
- Relevant clerical experience and administrative skills
- Computer and data entry skills
- Knowledge of Medical terminology
- Professional presentation and demeanour
- An ability to work as a team member in a multidisciplinary environment

- Desirable:

- TAFE accredited clerical training certificate

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

/ /

Date _____