

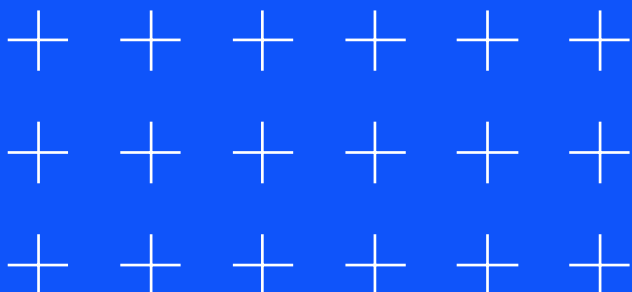


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Ward 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.

- 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.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Respect that the RMH is a smoke-free environment.
- Ensure the details of current patients are up to date
- Hire equipment is maintained and sent back to company/patient ward on discharge
- Patient NOK/ Restricted Visiting list always remains updated
- Deliver a professional and caring customer service, ensuring when visitors arrive to the ICU, they perform hand hygiene and comply with protective requirements relevant at the time
- Keeps up to date with the latest work practices/skills, to ensure standards are maintained at the highest level
- Answer and respond to telephone and reception enquiries and transfer phone calls as required. Relay messages in an efficient and effective manner
- Amend computer records relating to patient admission, transfers and discharges.
- Liaise with the Access Coordinator around patient movement in and out of the department

Internal	External
• Nurse Unit Manager • Nursing Staff • Allied Health Staff • Medical staff	• Family of Consumers • Volunteers

Essential:

- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Highly developed customer service and interpersonal skills
- Concise written and verbal communication skills, including professional telephone manner
- Relevant clerical experience and administrative skills
- Basic computer skills, including accurate keyboard skills
- Knowledge of medical terminology
- Professional presentation and demeanour
- Demonstrated team player with an ability to work as a team member in a multidisciplinary environment
- An ability to accept direction
- Demonstrated initiative and ability to prioritise
- Motivation and commitment to ongoing development
- Able to work in a busy environment and under pressure at times
- Demonstrated flexibility and reliability in a rotating roster

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, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- 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.

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

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.

Date _____