



**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
everyday.**

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

3 South West 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.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

- Be a great place to work and a great place to receive care
- Grow our Home First approach
- Realise the potential of the Melbourne Biomedical Precinct
- Become a digital health service
- Strive for sustainability

The role of the Ward Clerk is to deliver a professional and caring customer focused service. Based at the

This position allows the applicant to join the 3South West team. The ward is a Colorectal and Hepatobiliary

- Deliver a professional and caring customer-focused service, often as the first point of contact for patients, their families and visitors to the ward.
- Undertake duties in a professional, courteous and approachable manner to all staff.
- Provide clear and concise communication with staff, patients and the public in the process of performing duties, including keeping patient management system and journey board updated.
- Amend electronic computer records (EMR) and patient management system (IPM) relating to patient admission, movement within the ward, transfers and discharges in a timely fashion.
- Answer and respond to telephone and reception enquiries and page doctors as required. Relay messages in an efficient and effective manner.
- Assist in the coordination of patient admission, transfers *and* discharges, working under the direction of the senior nurse co-ordinating the ward. This includes organising patient appointments, discharge documentation and transports and contacting and liaising with relatives to promote organisational goals of timely and early discharges.
- Working in collaboration with the 3 South desk clerk, who is based at the 3 South reception desk.
- Ensure patient confidentiality at all times.
- Perform clerical duties as assigned by the Nurse Unit Manager, including collecting, sorting and distributing mail and memos, performing general data entry and filing, producing photocopies and submitting facility management and maintenance requests.
- Maintain and order stationery and printing supplies.
- Take reasonable care for your safety and wellbeing and that of others.
- 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.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.

Internal

- ## External

- Visitors
- Medical staff
- Contractors
- Other hospitals / Health Services
- Health Information staff

Essential:

- Desirable

- TAFE accredited clerical training certificate (inclusive of IPM)
- Knowledge of medical terminology
- Knowledge of electronic medical record system

Your performance will be measured through your successful:

- Demonstration of RMH values.
- Participation in and satisfactory feedback through the annual performance review process.
- Ability to maintain a safe working environment and ensure compliance with legislative requirements.
- Successful completion of required mandatory training activities, including training related to the National Standards.

- 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.

- **Equity, Inclusion, Belonging and Safety**
 - 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.
- **First Nations Commitment**
 - 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.
- **Child Safe Standards**
 - 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.
- **Equal Opportunity and Accessibility**
 - 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.
- **Thriving Together**
 - 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 _____