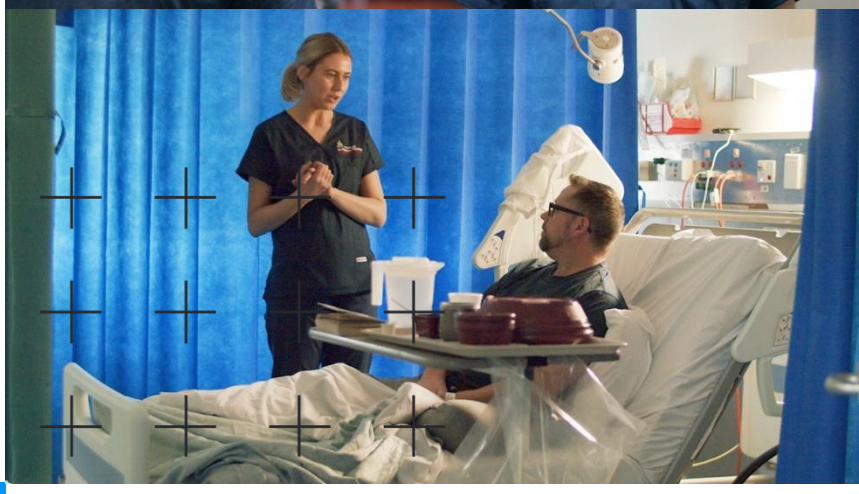
The Royal Melbourne Hospital









Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Ward Clerk

The Royal Melbourne Hospital

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

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.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First

People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together

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.

Together 2035 - Our 10 year ambition positions the organisation to have a meaningful impact. Acknowledging the need for ability, adaptability and failing fast, it is assumed throughout this strategy cycle that nothing will stay stagnant. We will continuously strive fro excellence in health - through data insights, the latest research, responding to community sentiment, and global trends and importantly the views, needs and feedback of patients, consumers, carers and community.

Strategic Pillars
Redesigning Together - We are redesigning world-class care
Thriving Together - We are thriving through inspiration & curiosity
Innovating Together - We are leading research excellence for clinical impact

Strategic Drivers
Systems Thinking
Digital Intelligence
Performance & Sustainability

The Royal Melbourne Hospital

Position Description

Position Title:	Ward Clerk
Service:	Surgical Services
Location:	6 South East, The Royal Melbourne Hospital, City Campus
Reports To:	Nurse Unit Manager
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Classification:	Admin Officer (Grade 1)
Immunisation Risk Category:	Category B
Date of Review:	November 2024

POSITION PURPOSE

The role of the Ward Clerk is to deliver kind and professional customer service. 6SE Clerk is the first point of contact and communication for our patients, their families and carers. Role and responsibilities include clerical and receptionist duties, coordinating the physical and telecommunication traffic of the ward and maintaining an accurate record of patient admission and discharges.

DEPARTMENT DESCRIPTION

Ward 6 South East is a 30-bed surgical ward specialising in Cardiac Surgery, Thoracic Surgery and Respiratory Medicine. We work collaboratively with our multidisciplinary team to deliver high quality patient centred care and pride ourselves on our team work and supportive working environment.

KEY ACCOUNTABILITIES

- Deliver a professional and caring customer focused service, often as the first point of contact for patient, their families and visitors on the ward.
- Undertake duties in a professional, courteous and approachable manner to all staff.
- Provide clear and concise communication with staff, patients and public.
- Support the Nurse In Charge with updating 6SE staff allocation and communication whiteboard located in the HDU & Ward.
- Ensure patient confidentiality at all times.
- Answer and respond to telephone and reception enquires as required. Relay messages in a timely and effective manner.
- Perform clerical duties as assigned by 6SE Associate Nurse Unit Manager and Nurse Unit Manager
- Review administration supplies required for administration tasks and submit orders via FMIS.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Monitor, check and deliver incoming faxes, mail and e-mails daily.
- Assist in the coordination of patient admission, transfers, and discharges.
- Promote organisational goals of early morning discharges and utilisation of Transit Lounge.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Organise patient discharge paper work and transport bookings.
- Maintain medical records in accordance with the organisational guidelines.
- Proficient in IPM, FMIS, EPIC, CAFM, Office 365.

KEY RELATIONSHIPS

Internal

- Nurse Unit Manager
- Associate Nurse Unit Manager
- Clinical Nurse Educators
- Clinical Nurse Specialists
- Registered Nurses
- Medical Staff
- Multidisciplinary staff
- Support staff

External

- Consumers
- Families of consumers
- Carers of consumers

KEY SELECTION CRITERIA

Essential:

- Highly developed customer service and interpersonal skills
- Excellent written and verbal communication skills, including professional telephone manner
- Clerical experience; administrative and computer/ IT skills
- Knowledge of medical terminology
- Committed to Team Work and experience working with a multidisciplinary Team
- Ability to prioritise workload in a fast-paced environment
- Motivated and committed to professional development
- Reliable and punctual

Desirable:

- TAFE accredited clerical training certificate (inclusive of iPM)

REQUIRED CAPABILITIES

The Capability Development Framework applies to all The RMH employees and describes the capabilitiesthat are needed to meet our strategic goals. Below is a list of capabilities and the attainment level required inthis position.

Capability Name	Attainment level
Organisational savvy	Mastery
Communicating effectively	Mastery
Building relationships	Mastery
Patient and consumer care	Mastery
Working safety	Mastery
Utilising resources effectively	Mastery
Innovation, continuous improvement and patient safety	Consolidation
Adaptability and resilience	Consolidation
Integrity and ethics	Mastery
Delivering results	Consolidation
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Consolidation

Health, Safety and Wellbeing

The RMH aims 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 to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contributeto organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could beaffected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalateany concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures andcooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

KEY PERFORMANCE INDICATORS

RMH employees are measures through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);

- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operatewithin your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.

AT THE RMH WE:

- 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.

OUR COMMITMENT:

- **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.

ACCEPTANCE

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