POSITION DESCRIPTION

Ward Clerk/Casual Ward Clerk

Position Holder's Name:

Position Holder's Signature: .................................................................

Manager / Supervisor's Name:

Manager / Supervisor's Signature: ......................................................

Date: .................................................................
PURPOSE OF THE POSITION

To provide an efficient clerical, administration and reception service to the wards, so that optimum patient care can be provided.

Vision & Values

Organisational Shared Vision

Our DHB shared Vision is to work in partnership with our communities to improve the health status of all, with particular emphasis on Maaori and Pacific peoples and other communities with health disparities.

We will do this by leading the development of an improved system of healthcare that is more accessible and better integrated.

We will dedicate ourselves to serving our patients and communities by ensuring the delivery of both quality focussed and cost effective healthcare, at the right place, right time and right setting.

Organisational Values

*Partnership*  Working alongside and encouraging others in health and related sectors to ensure a common focus on, and strategies for achieving health gain and independence for our population

*Care and Respect*  Treating people with respect and dignity, valuing individual and cultural differences and diversity

*Professionalism*  We will act with integrity and embrace the highest ethical standards

*Teamwork*  Achieving success by working together and valuing each other’s skills and contributions

*Innovation*  Constantly seeking and striving for new ideas and solutions

*Responsibility*  Using and developing our capabilities to achieve outstanding results and taking accountability for our individual and collective actions
PLACE IN THE ORGANISATION

- Service Manager
- Charge Nurse
- Ward Clerks
- Casual Ward Clerks
- Service Manager
- Clerical Coordinator
- Casual Ward Clerks

NATURE AND SCOPE OF RESPONSIBILITIES

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<thead>
<tr>
<th>Key Accountability</th>
<th>Standards / Achievements</th>
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| Provide an efficient in-patient admission, transfer and discharge process by: | - Preparing ward for patient admission – white board, charts and door cards  
- Printing patient labels and front sheets  
- Updating computer re patient status  
- Familiarising patient with ward and room (This is a shared responsibility with nursing staff)  
- Collate notes and put charts together  
- Pre-discharging and transfer patients,  
- Checking all discharge documentation is completed  
- When patient leaves ward, discharge or transfer from iPM (Nursing staff are to complete this task when Ward Clerk unavailable)  
- Maintenance of clinical notes  
- Dismantle notes in a timely manner  
- Ensuring clinical records are tracked to the correct location on the PiMS system and updating where necessary  
- Maintaining accurate records of patient movement including appropriate computer records (iPM) |


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| To work in partnership with nursing staff and medical staff, assisting them in providing quality care by: | • Ensuring that relevant information regarding patients is available to authorised personnel at all times  
• Obtaining patient records and information as appropriate from the CRS (Clinical Records Service) and appropriate departments.  
• Maintaining patient records with all relevant clinical information being filed promptly and accurately  
• Ensuring adequate stock supplies and stationery levels are maintained  
• Recognising limitations of own knowledge/experience and seeking assistance as appropriate  
• Identifying quality issues and implementing new quality strategies  
• Knowing who to contact for various scenarios  
• Maintaining ward environment and office equipment  
• Knowing what assistance to give and when  
• Contributing to new initiatives in the ward |
| To provide a high level of customer service by: | • All enquiries being attended to promptly and courteously  
• All messages being relayed promptly and accurately  
• Being an effective communicator  
• Being effective in dealing with difficult situations  
• Being diplomatic, polite and assertive  
• Maintaining a professional demeanour at all times  
• Knowing how to deal with requests and who to refer on to  
• Knowing how to communicate with non English speaking people  
• Information being provided in accordance with the provisions of the Privacy Act  
• Providing a culturally sensitive service |
| To promote the use of technology available by: | • Knowing how to use the phone and paging systems  
• Being fully conversant with the use of computers  
• Knowing how to access and use available clinical information systems  
• Knowing basic iPM troubleshooting |
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| • Being a key knowledge holder/trainer                                            | • Ordering supplies and stationary using electronic systems available  
• Support clinical staff to obtain clinical data held electronically when requested     |
| To maintain own professional development by:                                      | • Completing annual requirements by the due date e.g. annual appraisal, annual update day.  
• Establishing personal goals and objectives  
• Attending relevant educational programmes  
• Demonstrating and maintaining own clerical competence  
• Being open to learning opportunities as they arise  
• Participating actively in relevant professional organisations  
• Attend Ward Clerk team meetings and educational sessions.                  |
| To contribute to the achievement of CMDHB vision and values by:                   | • Promoting a strong customer service focus  
• Contributing to service quality activities  
• Implementing cost effective practices  
• Identifying hazards within the ward areas and minimising the risk for self, patients, colleagues and the public, within your scope of practice  
• Working within CMDHB code of conduct                                           |
| HEALTH & SAFETY                                                                   | • Counties Manukau DHB Health and Safety policies are read and understood and relevant procedures applied to own work activities  
• Workplace hazards are identified and reported including self-management of hazards where appropriate  
• Can identify health and Safety representative for area                         |
| Recognises individual responsibility for workplace Health & Safety under the Health and Safety Act 1992 |                                                                                                                                                                                                                       |
| CULTURAL SAFETY                                                                   | • Respect, sensitivity, cultural awareness is evident in interpersonal relationships.  
• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices |
<p>| Commitment to the principles of Treaty of Waitangi                                 |                                                                                                                                                                                                                       |
| Honouring Cultural Diversity                                                       |                                                                                                                                                                                                                       |</p>
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<td>and lifestyle choices.</td>
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| **Utilise Information Technology** | • Demonstrate an ability to access and use available clinical information systems.  
• Is conversant with applications required for specific discipline/role. For example, iPM, Concerto, Outlook, Task Manager etc.  
• Maintains own professional development by attending relevant IT educational programmes. |

**COMMUNICATION AND INTERPERSONAL SKILLS**

Will be required to interact on a regular basis with a range of CMDHB staff members including:
- Medical Staff, Nursing Staff, Charge Nurses, Clerical Staff, Management, Orderly Service, Clinical Records, Clinic Staff, Interpreting Service

Externally there will be contact with:
- Patients, Patients family, Visitors, General Practitioners, other Hospitals, Ambulance Service

Situations may often call for tact, diplomacy and will require information to be handled in a discreet and sensitive manner.

In conflict situations will be required to exercise sound judgement, negotiation and persuasiveness skills, toward facilitating a workable outcome.

**PROBLEM COMPLEXITY**

Will be regularly challenged by a wide range of tasks, to be completed in a set timeframe. There will be a requirement to be able to prioritise issues and negotiate time frames, while still providing a quality customer service.

The range of problems will be diverse and require solutions customised to meet the circumstances of the client. Therefore opportunities will arise to provide innovative options to the client based on proven outcomes.

There will be demands to meet deadlines, maintain accuracy and quality of information. Failure to do so could impact on the organisation in terms of quality of data input, patient flow, bed management and the smooth efficient running of the ward.
Will refer to the Clerical Coordinator for advice or second opinion

**SCOPE FOR ACTION**

Are empowered to make decisions or recommendations relating to patient admission, discharge and clerical processes on the ward. Are encouraged to use initiative and problem solving skills to develop innovative approaches to issues.

Discretion is required to be exercised in releasing confidential information to the appropriate parties.

**DIMENSION OF THE POSITION**

Will be responsible to the Charge Nurse and Clerical Coordinator for the achievement of agreed objectives and operates within the confines of Counties Manukau District Health Board.

**PERSON SPECIFICATIONS**

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<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td>Experience</td>
<td>• At least one year experience in a service-based environment • Experience working in a team • Experience in Windows based computer products • Data input experience</td>
<td>• Experience in the Health Sector • Experience working in a multi-cultural environment • Previous experience using iPM/PIMS</td>
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<td>Skills/Knowledge/Behaviour</td>
<td>• Excellent communication skills both written and oral • Ability to prioritise work/time management • Ability to maintain courteous rapport and environment for patients and colleagues • Respect for the values and beliefs of people from other cultures</td>
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<td>Personal Qualities</td>
<td>• Strong service orientation/customer service focus • Ability to be self-directing and work with minimal supervision • Accountable for own actions • Find solution to problems • Able to embrace change and implement changed processes</td>
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<td>Demonstrate a mature approach to working in a sensitive environment</td>
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<td>Sense of humour</td>
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<td>Be well presented</td>
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