WARD CLERK
Maternity Inpatient Services

Position Description

Date: July 2005

Job Title : Ward Clerk Maternity Services
Department : Maternity Services Facility
Location : North Shore Hospital
Reporting To : Midwife Manager, Facility

Direct Reports : Nil

Functional Relationships with : Internal
Midwifery, nursing, medical and ancillary staff. Midwifery Coordinators, Women’s Health Manager

External
Consumers, their significant others, other LMC providers

Purpose : To provide timely, efficient and effective administration support to the maternity service

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<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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</table>
| Provide a reception service and general administration support to maternity service  
- Answer telephone inquiries/messages  
- Distribute all incoming mail  
- Welcome women and visitors and redirect as necessary  
- No unauthorised people given access to clinical records  
- Security is maintained at all times  
- Identification is required for all staff accessing the area | Telephone answered promptly and politely and messages taken when appropriate  
Incoming mail sorted and distributed at minimum of three times per day  
Visitors are welcomed and attended to promptly  
Reception is not left unattended for more than 10 minutes  
Charts received into reception are kept secure at all times  
Clear fax on regular basis and distribute information to appropriate person  
Clear lamson tube on regular basis and distribute information to appropriate person  
Detail on-call list from duty roster and fax to appropriate places  
Print daily birth list, check against Birth Register and fax to Birth registration  
Clear out LMC mail once a month  
Enter rostering data for doctors and maternity staff  
Order supplies via Oracle weekly  
Copy and send out feedback form to maternity staff. |
**WARD CLERK**  
Maternity Inpatient Services  

**Position Description**

| **Admission, discharge and Transfer (ADT) of women** | **Locate and prepare clinical record for admission**  
**• ADT completed in a timely manner**  
**Store clinical records in a central and secure area**  
**Return clinical records not required to clinical records department at time of patient discharge**  
**Ensuring each chart has discharge summary**  
**Antenatal charts must be P1 to clinical records. All others by internal mail**  
**Arrange for clinical records on an ad hoc basis**  
**Complete ATD function in timely manner**  
**Photocopy patient t notes for transfers to NWH and SCBU**  
**Arrange external transfers**  
**Arrange referrals to visiting midwives**  
**Enter Terranova data as required** |
|---------------------------------------------------------------|

| **Maintenance of clerical supplies**  
**• Stationery levels maintained** | **Inform other ward clerk of any stationery/ stock requirements if unable to place order**  
**Keep copies of all supplies ordered through Oracle** |
|-------------------------------|---------------------------------------------------------------|

| **Repairs and maintenance**  
**• Timely requisition for repairs and maintenance requests** | **Requisitions for repairs and maintenance are forwarded ASAP**  
**Keep maintenance book up to date** |
|--------------------------------------|-----------------------------------------------|

| **Participation in ongoing education/improvement**  
**• Skill development ongoing** | **Minimum of yearly performance management objective setting and evaluation**  
**Learning needs identified**  
**Plans put in place to attain objectives/learning needs** |
|-----------------------------------------------|-----------------------------------------------|

| **To recognise individual responsibility for workplace Health & Safety under Health & Safety Act 1992**  
**• Waitemata Health & Safety Policies are read and understood** | **Relevant H & S procedures applied to own work activities**  
**Workplace hazards are identified and reported including self management of hazards where appropriate**  
**Can identify who Health & Safety representatives are for area**  
**Monthly fire safety check completed** |
|---------------------------------------------------------------|---------------------------------------------------------------|
### PERSON SPECIFICATION

**POSITION TITLE:** Ward Clerk – Maternity Inpatients Service

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<thead>
<tr>
<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<tbody>
<tr>
<td></td>
<td>Maturity</td>
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<td>Fluency in English</td>
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<tr>
<td>Experience</td>
<td>Previous telephone and filing experience</td>
<td>3 – 4 years general office experience</td>
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<td>Experience in a customer service industry</td>
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<td>Previous experience working in the health sector (understanding of medical terminology)</td>
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<td>Skills/Knowledge/ Behaviour</td>
<td>Sound Computer skills – MS Outlook, Word, Excel, database Telephone skills Sense of humor Honesty Relate well to other people Initiative Attention to detail</td>
<td>Computer skills including – Healthware, PiMS and Oracle Web Requisitioning</td>
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