Date: March 2013

Job Title : Ward Clerk (Surgical Ward)

Department : Elective Surgery Centre

Location : North Shore Hospital Site

Reporting To : Associate Clinical Charge Nurse, Inpatients / Outpatients

Direct Reports : Nil

Functional Relationships with

Internal
- Charge Nurse Manager
- Associate Clinical Charge Nurse
- Registered Nurses
- Medical Staff
- Shift Coordinators
- Clinical Records
- Healthcare Assistants
- Other DHB Staff

External
- Patients and their families
- Visitors

Purpose : The primary objective of this role is to provide clerical support to the Surgical ward
## Ward Clerk (Surgical Ward)  
**Elective Surgery Centre**

### Position Description

<table>
<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
</tr>
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</table>
| **Reception Duties** | • Information regarding patients is available to authorised personnel as required working within the privacy code guidelines  
  • Receive and relay messages  
  • Telephone answered promptly and courteously. Identifies ward and position at all times,  
  • Patients, family and visitors received in a courteous manner  
  • Enquiries from patients, family visitors and other staff dealt with referring them to the appropriate personnel. |
| **Management of Patient Information** | • Patient Management information is promptly updated on the relevant patient information system on admission, discharge and transfer.  
  • Signed results/letter are filed in patients’ notes or sent to Medical records on a timely basis  
  • Completed medical record is returned to Medical records within WDHB timeframe  
  • Valuables book/valuables are given to cashiers when necessary.  
  • Maintain high quality information and meet ward and service KPIs on data quality |
| Resource for:  
Various software applications  
Ward Orientation for new ward staff | • Keep self updated with applications  
• Act as a resource person for all new staff |
| **Stationary / Supply ordering and maintenance of equipment using WDHB processes** | • Keep track of ward stationary supplies and maintain stock by placing orders as necessary, both manually and by computer generated applications  
• Process maintenance requests promptly |
| **Photocopy / Fax** | • Attend to photocopying and faxing tasks promptly |
| **Mail** | • Distributes mail promptly |
| **Other duties as and when requested** | • Has a positive attitude towards change and uses initiative towards delegated duties |
| **To recognise Individual Responsibility** | • Company health and safety policies are read |
### Ward Clerk (Surgical Ward)
#### Elective Surgery Centre

**Position Description**

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| for Workplace Health and Safety under the Health and Safety in Employment Act 1992 | and understood and relevant procedures applied to their own work activities
• Workplace hazards are identified and reported, including self management of hazards where appropriate
• Can identify health and safety representative for area |
Ward Clerk (Surgical Ward)  
Elective Surgery Centre

Position Description

Behavioural Competencies

<table>
<thead>
<tr>
<th>Adheres to Waitemata District Health Boards 4 Organisational Values of:</th>
</tr>
</thead>
</table>
| "everyone matters”  
Every single person matters, whether a patient / client, family member or a staff member |
| "with compassion”  
We see our work in health as a vocation and more than a job, We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness. |
| "connected”  
We need to be connected with our community. We need to be connected within our organisation – across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families. |
| "better, best, brilliant”  
We seek continuous improvement in everything we do. We will become the national leader in health care delivery. |

<table>
<thead>
<tr>
<th>Behavioural Competencies</th>
<th>Behaviour Demonstrated</th>
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<tbody>
<tr>
<td>Communicates and Works Cooperatively</td>
<td>• Actively looks for ways to collaborate with and assist others to improve the experience of the healthcare workforce, patients &amp; their families and the community &amp; Iwi.</td>
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<tr>
<td>Is Committed to Learning</td>
<td>• Proactively follows up development needs and learning opportunities for oneself and direct reports.</td>
</tr>
</tbody>
</table>
| Is Transparent | • Communicates openly and engages widely across the organisation.  
• Enacts agreed decisions with integrity. |
| Is Customer Focused | • Responds to peoples needs appropriately and with effective results  
• Identifies opportunities for innovation and improvement |
| Works in Partnership to Reduce Inequality in Outcomes | Works in a way that:  
• Demonstrates awareness of partnership obligations under the Treaty of Waitangi.  
• Shows sensitivity to cultural complexity in the workforce and patient population.  
• Ensures service provision that does not vary because of peoples' personal characteristics. |
| Improves health | • Work practices show a concern for the promotion of health and well-being for self and others. |
| Prevents Harm | • Follows policies and guidelines designed to prevent harm.  
• Acts to ensure the safety of themselves and others. |
VERIFICATION:

Employee: _________________________________

Manager: _________________________________

Date: _________________________________

Review Date: _________________________________

Note: This job description forms part of an individual’s contract of employment with WDHB and must be attached to that contract.
## PERSON SPECIFICATION

**POSITION TITLE:** Ward Clerk (Surgical Inpatients) Elective Surgical Centre

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<tr>
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<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td><strong>Qualification</strong></td>
<td>School Certificate</td>
<td>University Entrance</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Reception including telephone experience</td>
<td>Excellent keyboard skills</td>
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<tr>
<td></td>
<td>Experience using computers and information systems</td>
<td>MS Office products including: Word, Excel, Powerpoint, Outlook</td>
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<tr>
<td><strong>Skills/Knowledge/Behaviour</strong></td>
<td>Good interpersonal skills</td>
<td>Knowledge of / or experience in the health sector</td>
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<td>Discreet</td>
<td>Understand the needs of a large organisation</td>
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<td>Self motivated</td>
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<td>Team Player</td>
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<td>Good time management</td>
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<td>Excellent phone manner</td>
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<td>Punctual and considerate</td>
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<td>Flexible and adaptable</td>
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<td>Able to work under pressure to meet deadlines</td>
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