Maternity Ward Clerk

Position Description

Date: November 2015

Job Title: Maternity Ward Clerk
Department: Maternity Services
Location: Waitakere and North Shore Maternity Unit
Reporting To: Midwife Manager
Direct Reports: Nil

Functional Relationships with:
- Internal
  Midwifery and Nursing Staff
  Medical and Allied Health Staff
  Clerical Staff
  Clinical records Staff
- External
  Lead Maternity Carers (LMC)
  Women and their whanau and visitors
  GP’s and Practice nurses
  Other hospitals and health care providers

Our Purpose, Values and Standards

At the heart of Waitemata DHB is our promise of ‘better care for everyone’. This promise statement is the articulation of our three-fold purpose to promote wellness, prevent, cure and ameliorate ill health and relieve the suffering of those entrusted to our care.

At the heart of our values is the need for all of us to reflect on the intrinsic dignity of every single person that enters our care. It is a privilege to be able to care for patients, whanau and our community, a privilege that is sometimes overlooked in our day to day work.

Our standards and behaviours serve as a reminder to us all about how we are with our patients and with each other.

everyone matters

- Every single person matters, whether patients, clients, family members or staff members.
- Welcoming and friendly
- Respect and value each individual
- Take time to listen and understand
- Speak up for others

with compassion

- Compassionate for your suffering
- Attentive, helpful and kind
- Protect your dignity
- Reassuringly professional

connected

- Communicate and keep people informed
- Explain so people understand
- Teamwork with patients, whanau, and colleagues
- Give and receive feedback

better, best, brilliant

- Positive we can make a difference
- Improve our service and ourselves
- Clean and safe practice
- Timely, efficient and organised
**Maternity Ward Clerk**

*Position Description*

**Purpose of the role**
- Provide a welcoming environment for women and their families.
- Ensure that the clerical records and patient information is managed in an efficient manner that ensures that information is available to health care providers as appropriate and reserved for those for whom it is intended ensuring that the privacy of the individual is maintained.
- Provide clerical support to the unit, ensuring that the unit is able to operate efficiently.
- Participate in quality improvements through the collection and collation of unit statistics.
- To ensure a high standard of clerical support through ensuring that the systems and processes meet the needs of women and their families.

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<thead>
<tr>
<th>KEY TASKS</th>
<th>EXPECTED OUTCOMES</th>
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<tbody>
<tr>
<td>Reception duties</td>
<td>• Women, their families and visitors are welcomed in a courteous and friendly manner.</td>
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<td>• Enquiries from women, their family, visitors and other staff are dealt with sympathetically, referring them to the appropriate personnel.</td>
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<td>• Information regarding patients is available to authorized personnel only as required by the Health Information Privacy code 1994.</td>
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<td>• Telephone calls are answered promptly and courteously. Identifies self and unit at all times.</td>
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<td>• Messages are received and relayed in a timely manner.</td>
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<td>• Mail, fax, and photocopies are delivered to the appropriate personal and the ward FAX/Copier is running efficiently and is maintained.</td>
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<td>Efficient Ward flow</td>
<td>• Women are admitted, transferred and discharged in a timely and efficient manner</td>
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<td>• Labour and birth details are recorded accurately and contemporaneously in the birth register and on healthcare.</td>
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<td>• Babies are registered on iPMS, files are created and baby labels are produced in a timely and efficient manner</td>
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<td>• In the event of an emergency transfer to ADHB clinical records are photocopied in preparation for transfer</td>
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| **Teamwork** | • The clerical team functions as a unit and will work efficiently with other members of the healthcare team to ensure that women receive care in a timely and efficient manner and feel welcome in our unit. Members of the clerical team have the ability where needed to work in the clinic role to cover leave.  
• New members of staff will be welcomed and given sufficient orientation to ensure they can function efficiently as part of the team  
• Undertake other tasks as directed to ensure efficient and effective running of the unit, such as collection and collation of unit data for quality improvement activities |
| **Statutory & Treaty of Waitangi obligations** | • Ensures the professional and political integrity of WDHB by carrying out all functions in compliance of the Treaty of Waitangi and by demonstrating a serious commitment to keeping the treaty alive.  
• Shows sensitivity to cultural complexity in the workforce and patient population |
| **Recognise individual responsibility for workplace Health & Safety under the Health & Safety Act 1992 & Amendments 2002** | Support WDHB H&S Culture by:  
• Following & complying with H&S policies & processes & applying them to their own work activities  
• Identifying, reporting & self-managing hazards where appropriate  
• Early and accurate reporting of incidents at work |
Position Title: Maternity Clerk/Receptionist

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<th>Qualification</th>
<th>Minimum</th>
<th>Preferred</th>
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<tr>
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<td>Year 12 Secondary School</td>
<td>Year 13 Secondary School</td>
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<td>Technical Institute Certificate</td>
<td>in Health Records Management</td>
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<td>Experience</td>
<td>Reception including telephone</td>
<td>Experience in the health service.</td>
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<td>Computer technology knowledge</td>
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<td>and basic computer skills</td>
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<td>Previous clerical experience in</td>
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<td>the health service including</td>
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Skills/Knowledge/Behaviour

- Demonstrates the WDHB values
- Ability to work with a diverse community in a non-judgmental way
- Discreet, understands health privacy code
- Self-motivated, and able to motivate others.
- Works well in a team
- Good time management, punctual
- Excellent telephone manner
- Friendly, cheerful and considerate
- Flexible, able to work under pressure.

- iPMs
- Healthware
- Computer Certificate
- Excellent keyboard skills:
  - MS Office
  - Word
  - Excel
  - Microsoft Outlook