Position Description

Position Title	Ward Clerk
Position Number	30100891
Division	Clinical Operations
Department	Ward 5A
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 1A
Classification Code	HS1A
Reports to	Nurse Unit Manager Ward 5A
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Ward Clerk is responsible for providing efficient administrative and clerical support to ensure the smooth day-to-day operation of the ward. Working closely with nursing, medical, allied health and support staff, the Ward Clerk acts as the central point of communication for the unit, managing patient admissions, transfers and discharges, maintaining accurate patient records and data entry, coordinating appointments and investigations, handling telephone and visitor enquiries, and supporting compliance with organisational policies and procedures. The role contributes to safe, high-quality patient care by ensuring accurate information flow, effective coordination of ward activities, and exceptional customer service for patients, families and staff.

Responsibilities and Accountabilities

The Ward Clerk is responsible for providing comprehensive administrative, clerical and reception support to ensure the efficient operation of the ward. As a key point of contact for patients, visitors and multidisciplinary team members, the role supports effective communication, accurate patient administration, and the coordination of ward activities.

Responsibilities include maintaining patient information systems and records, managing admissions, transfers and discharges, coordinating appointments, arranging transport, supporting payroll and reporting functions, monitoring ward supplies, and ensuring accurate data collection and documentation. The Ward Clerk contributes to the delivery of safe, high-quality patient care by facilitating efficient workflows, maintaining confidentiality, providing excellent customer service, and supporting compliance with organisational policies, procedures and legislative requirements.

Key Responsibilities

- Perform the role of receptionist for the unit
- Ensure that patient & visitor enquiries are handled promptly and efficiently.
- Manage incoming and outgoing telephone enquiries
- Access data entry
- Update IPM maintain patient tracking and Government data
- Maintain accurate records, statistics and reports as required
- Record and report equipment problems to the relevant department
- Monitoring and ordering of stationery and stores for the unit
- Organising patient follow up appointments and communicating this to patients and staff.
- Track and prepare histories for DMR scanning
- Use the Kronos program to assist the Nurse Unit Manager in payroll preparation
- Book appropriate patient transport as directed by Nurse in Charge
- Participate in team/departmental meetings and other organisation meetings as required
- Participate in staff development and training as required
- Other duties as directed by the Nurse Unit Manager or their delegate

Key Selection Criteria

Essential

1. Demonstrated computer/keyboard skill in hospital databases and through knowledge of the Microsoft office suite (including Word and Excel).

2. Demonstrated experience, using a positive and understanding approach, when interacting with the public
3. Excellent interpersonal skills which will facilitate effective communication within all levels of the organisation
4. Ability to operate in a busy and dynamic environment of change
5. Ability to work as part of a team as well as independently
6. Ability to interact and communicate with a diverse range of people at all levels
7. A personal approach which is positive, enthusiastic, friendly and helpful

Desirable

8. Previous experience with iPM and Patient Flow Manager would be an advantage

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time