

## POSITION DESCRIPTION

### POSITION DETAILS:

**TITLE:** Ward Clerk  
**REPORTS TO:** Nurse Unit Manager  
**LOCATION:** Paediatric Intensive Care Unit, Starship Child Health  
**DATE:** October 2017

### PRIMARY FUNCTION:

The Ward Clerk will provide clerical support to PICU, being the first point of contact for visitors and internal clients to a ward or service and providing a high-quality customer-focused approach through face to face and telephone contact. The Ward Clerk will perform various administrative tasks associated with the smooth operation of the clerical aspects of the PICU, including data entry of Patient Information into the relevant hospital systems.

### KEY ACCOUNTABILITIES

#### 1. Clerical Duties

##### *Objectives:*

- ⇒ Co-ordinate patients and visitors in the reception area.
- ⇒ Answer telephones, general enquiries and general clerical duties; including organising stationary stock control levels and maintenance requests to provide PICU staff with adequate provisions and equipment that is functional and meets safe standards.
- ⇒ Communicates all necessary information to and from staff on the ward.
- ⇒ All interactions with staff, patients and visitors are courteous and respectful.
- ⇒ Performs additional administrative / clerical duties as directed by the Clinical Charge Nurse / NUM.
- ⇒ Maintains a clutter free work station environment that is welcoming to children, families and healthcare teams.
- ⇒ Assists with the ordering of additional clinical equipment and inventory items.

#### 2. Management of Patient Information

##### *Objectives:*

- ⇒ Manages clinical paper work, e.g. all patient information stacked or returned to be scanned, immediately post discharge.
- ⇒ Accurately enters patient information into relevant hospital systems on a daily basis.
- ⇒ Accurately enters information relating to patient admissions, transfers and discharges into relevant hospital systems on a daily basis.
- ⇒ Protects patient confidentiality by adhering to Policy and Procedures during performance of duties.

### Authorities:

#### FTE

Direct Reports:  
N/A

#### Budget Accountability (if applicable):

\$  
N/A

Relationships		
External	Internal	Committees/Groups
<ul style="list-style-type: none"> <li>General Practitioners</li> <li>Patients</li> <li>General Public</li> <li>Police</li> <li>Company Representatives</li> </ul>	<ul style="list-style-type: none"> <li>Clinicians</li> <li>Nurses</li> <li>HCA's</li> <li>PICU technician</li> <li>Allied health</li> <li>Cleaning services</li> <li>Waste management</li> <li>Clinical Records</li> <li>Information Services</li> </ul>	<ul style="list-style-type: none"> <li>Project Teams</li> </ul>

Person Specification		
Education Qualifications	Essential	Desired
No formal qualifications necessary	<ul style="list-style-type: none"> <li>Excellent English Language ability</li> </ul>	<ul style="list-style-type: none"> <li>Medical Terminology</li> </ul>
	<ul style="list-style-type: none"> <li>At least 2 years clerical experience and experience in a front line role</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of hospital systems</li> </ul>
	<ul style="list-style-type: none"> <li>Keyboard Skills</li> </ul>	
	<ul style="list-style-type: none"> <li>Accurate Data Entry Skills</li> </ul>	
	<ul style="list-style-type: none"> <li>Knowledge of Microsoft products</li> </ul>	
	<ul style="list-style-type: none"> <li>Superior communication skills</li> </ul>	
	<ul style="list-style-type: none"> <li>Filing ability</li> </ul>	

CRITICAL COMPETENCIES	
Competencies are behaviours that are required for the incumbent to reach the key accountabilities and performance measures. They are designed to assist in setting behaviours that are required to successfully complete the job. These competencies should be used in the recruitment, training, performance appraisals, and performance management of staff members in this position.	
COMPETENCY	DESCRIPTION
Customer Service Orientation	Proactively develops relationships by making efforts to listen to and understand both internal and external customers. Anticipates and provides solutions to visitor needs. Gives high priority to patient and visitor satisfaction.
Communication and Interpersonal Skills	Actively listens, drawing out information and checking understanding. Expresses information effectively, both orally and in writing. Adjusts language and style to recipients and considers their frame of reference. Empathises with others and considers their needs and feelings.
Quality Orientation and Attention to Detail	Pays attention to detail and initiates self-checking procedures. Ensures high levels of accuracy and consistent quality when entering Patient information into hospital systems.
Teamwork and Collaboration	Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences.
Planning and Organising and Work Management	Establishes a course of action for self and/or others to accomplish specific goals. Manages workload and flow, recognises and addresses barriers, and takes account of changing priorities. Ensures appropriate allocation of resources.

Adaptability and Flexibility	Maintains effectiveness in varying environments and with different tasks, responsibilities and people. Modifies behaviour to reach different goals. Is willing to undertake new and different tasks as required by the Manager (s).
Basic Computing	Ability to use a personal computer with standard software applications for basic operations such as file management, word processing, diary management, email and mouse functions.
Bicultural Approach	Understands the significance of the Treaty of Waitangi. Displays cultural sensitivity and willingness to work positively with organisational strategies to improve opportunities for Maori.

## **WORKING FOR ADHB – EXPECTATIONS OF EMPLOYEES**

### **CITIZENSHIP**

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Models ADHB values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting ADHB's performance standards
- Participating in organisation development and performance improvement initiatives
- Helping to develop and maintain Maori capability in ADHB, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

### **THE EMPLOYER AND EMPLOYEE RELATIONSHIP**

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving ADHB's objectives

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

### **CONSUMER/CUSTOMER/STAKEHOLDER COMMITMENT**

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

### **PROFESSIONAL DEVELOPMENT**

As the business of ADHB develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as ADHB may reasonably require