

POSITION DESCRIPTION

June 2024

Health NZ Te Whatu Ora is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Organisational Vision

Health NZ’s vision is to improve the health and wellbeing of the people living in Canterbury.

Organisational Values

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

POSITION TITLE:

Ward Clerk

REPORTS TO (Title):

Charge Nurse Manager

REPORTS ON A DAILY BASIS TO:

Charge Nurse Manager

PRINCIPAL OBJECTIVES

To support the unit’s interdisciplinary team to provide quality patient care and the efficient utilisation of resources.

FUNCTIONAL RELATIONSHIPS:

(Who are the customer/consumers/patients)

INTERNALLY:

1	Ward interdisciplinary team
2	Charge Nurse Manager
3	Support Staff
4	Burwood hospital

EXTERNALLY:

1	General Practitioners
2	General Public
3	Private Rest homes/Hospitals
4	Community Health Service Providers

## **KEY PERFORMANCE OBJECTIVES:**

Task	<b>To provide clerical support to the ward.</b>
Expected Result	Manage the clerical needs of the ward to a high standard, including undertaking telephone, computer and documentation handling responsibilities.
Measure	<ul style="list-style-type: none"> <li>• Patient files will be correctly maintained with up to date information</li> <li>• Incoming and outgoing documents and communication is correctly handled and appropriately actioned</li> <li>• Requests for information are responded to within agreed timeframes.</li> <li>• Appointments arranged as requested.</li> <li>• Ward standards for documentation are met.</li> </ul>
Task	<b>To provide a reception at ward level.</b>
Expected Result	<ul style="list-style-type: none"> <li>• All telephone and personal enquires handled appropriately</li> <li>• Act as a central link in the communication channel for ward information while on duty.</li> <li>• Verbal and written communication is of a high standard.</li> <li>• Maintains a pleasant and friendly communication style</li> <li>• Staff and patients are seen as customers</li> <li>• Responsive to the needs of the team.</li> </ul>
Task	<b>To record and process all admissions/discharges/deaths</b>
Expected Result	<ul style="list-style-type: none"> <li>• Processing of admissions discharges and death documentation meets medical records standards.</li> <li>• Documents are stored safely.</li> </ul>
Task	<b>To maintain updated information on ward computers</b>
Expected Result	<ul style="list-style-type: none"> <li>• This includes entering patient care information on computer and entering staffing information to systems as required by Charge Nurse Manager</li> <li>• Data Entry and associated reports are set up to date and accurate</li> <li>• Knowledge of systems and computer capacity is enhanced</li> <li>• Routine typing completed with minimal errors</li> <li>• Liaise with help desk re computer faults etc.</li> </ul>
Task	<b>To provide a quality service and maximise self development opportunities</b>
Expected Result	<ul style="list-style-type: none"> <li>• Actively participate in Ward quality programmes</li> <li>• Observe work methods and report incidents and potential harm situations.</li> <li>• Acknowledge team members</li> <li>• Seek new skills and learning opportunities</li> <li>• Solicits feedback on performance</li> </ul>
Task	<b>Other Duties</b>
Expected Result	<ul style="list-style-type: none"> <li>• Other additional duties may be required by the Charge Nurse Manager.</li> </ul>

**HEALTH & SAFETY:**

- Observe all Health NZ's safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Health NZ's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

**QUALITY:**

Every staff member within Health NZ is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

**QUALIFICATIONS & EXPERIENCE:****Essential**

- Ward Processing including Windows training
- English at a satisfactory School Certificate level
- Word processing, reception and/or office administration experience
- Excellent communication skills – written and verbal
- Enjoy being part of a team
- Organised and task orientated
- Adaptable and able to complete numerous tasks simultaneously

**Desirable**

- Previous health service experience an advantage

**PERSONAL ATTRIBUTES:****MANDATORY****Key Behaviours:**

- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions.
- Ability to provide inspirational and motivational leadership

**DESIRABLE**

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.