



**Swan Hill**  
District Health  
Connected Care. Best Experience.



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## Ward Clerk – District Nursing/Hospital in the Home

Part time 0.2 FTE or 18 hours per fortnight

Swan Hill District Health is pleased to offer the opportunity to provide support to the District Nursing / HITH Department and provide administrative assistance to the team to facilitate good organisation and processes. The successful applicant will demonstrate excellent interpersonal, communication and good organisational skills.

### About the role:

- Hours of work – 0.2 hrs. Wednesday and casual relieving as required to cover business need.
- Opportunity to pick up extra shifts to work full-time in other clinical areas of SHDH.
- Work in a supportive and approachable team with a high focus on skills and training.
- Variety in work and a sense of achievement.
- Help build and develop the business operations of the District Nursing / HITH team and patients.

### Key Responsibilities:

- Perform duties as requested by the District Nursing/HITH management.
- Communicate with all staff, patients and visitors in a professional manner.
- Perform all administrative functions in an accurate and timely manner.
- Provide friendly and professional reception and customer service delivery.

### About You:

#### Essential:

- Professional, well organised individual.
- Committed to provided quality customer service.
- Enjoys a variety of tasks and working in a fast-paced environment.
- Ability to work in a team.

### Key Competencies:

- Well-developed Microsoft application skills with the ability to quickly learn and adapt to new computer programs
- Excellent interpersonal and communication skills
- Data entry and customer service
- Current National Policy Record Check

### Desired Competencies:

- Previous experience in health administration or equivalent
- Year 12/VCE or Certificate III Administration and /or equivalent relevant work experience.

**About Swan Hill District Health:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

**Enquiries about this role** should be directed to Maria Fox, Ph: (03) 50339375 or E: [mfox@shdh.org.au](mailto:mfox@shdh.org.au)

**To apply for this position:** email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to [employment@shdh.org.au](mailto:employment@shdh.org.au).

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

### **Interviews will occur on receipt of application**

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.

<b>Position:</b>	<b>Administration Support (Ward Clerk)</b>
<b>Classification:</b>	HS1A – HS16
<b>Department:</b>	<b>District Nursing Services</b>
<b>Reports to:</b>	Nurse Unit Manger – District Nursing
<b>Position Summary:</b>	<ul style="list-style-type: none"> <li>Professional conduct that encourages efficacy, harmony and productivity within District Nursing service is adhered too.</li> <li>Knowledgeable in office administrative tasks and supportive in meeting the needs of the District Nursing Unit.</li> <li>Checks current and updates Commonwealth Home Support Program (CHSP), National Disability Insurance Scheme (NDIS), HACC Program for Young People (HACC PYP), Negotiated Private (NGP), Hospital In the Home (HITH), Traffic Accident Commission (TAC) Work Cover (WC) client information and ensures accurate selection of debtor and client information in UNITi and IPM.</li> <li>Excellent record keeping systems for Service Authorisations, Tax Invoices and Aged Debtor facts. Knowledge in dealing with Tax invoices for unpaid tax invoices and accurate recording, actioned in a timely manner and information forward to NUM/ANUM with any irregularities.</li> <li>UNITi software collects MDS data. Information is transferred and collected via IPM. Recorded information is corrected thru IPM and in UNITi and information changes are continually updated in both systems.</li> <li>Minimum Data Set (MDS) for CHSP and HACC PYP is submitted at the specified intervals as per Department of Health and Ageing and Department for Human Services for both the Commonwealth and State Governments ensuring timely transfer of data utilising UNITi. Incomplete MDS information is corrected and resubmitted within the specified data extraction period (3 mthly or 6 mthly)</li> <li>Feedback re- tasks given or assigned in Outlook or in email are attended to in a timely manner and feedback is given to NUM/ANUM completion.</li> <li>Ensures My Aged Care (MAC) referrals are received and actioned, start date is entered. NSAF if required can be generated from the MAC portal.</li> </ul> <p><i>Audits are entered without editing unless consultation first with RN/NUM/ANUM.</i></p>
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>Employees are expected to input and extract data, provide basic information and occasionally produce reports. They will be required to balance the operation of a number of clerical systems.</li> <li>The roles are required to analyse situation and or information, clearly and accurately communicate information. Discretion is limited and bound by existing system procedures and protocols. Outcomes are monitored by a supervisor or audited by a work system.</li> <li>The system content is factual, involving standard and predictable transactions. Roles may work within mixed teams and employees are expected to work cooperatively with others. Employees may rotate through a variety of tasks, as determined by managers, to provide varied work and achieve work area outcomes.</li> <li>Employees at this level may be asked, from time to time, to provide induction training for Employees at this level.</li> </ul> <p>These positions require a good understanding of hospital systems.</p>

Employees at this level are expected to understand hospital procedures, information requirements and protocols so they can be communicated and supportively to members of the public.

**Administration**

*Performance Indicators:*

- Communicates with health professionals, patients and visitors in a professional manner.
- Forwards referrals & information to NUM/ANUM/RN accurately and in a timely manner.
- Patient histories are compiled, MR forms are placed in the correct indexed order, adding extra assessment paperwork in order or assessment tool as directed, and labels are printed and placed on client MR pages.
- Daily mail is collected on specified days by DN Admin Support and distributes to Palliative Care. Actions DNS incoming mail – displays general information on DNS boards, letters, referrals placed into incoming mail tray -NUM incoming mail tray.
- Updates and completes -District Nursing communication diary/white board, UNITi and client progress notes. Removes client visits from UNITi Daily List, if client visits are cancelled for the following day and informs district nurses of any changes.
- Checks IPM Hospital inpatients list, daily for any hospitalised District Nursing clients - notifies DNS staff/NUM records in diary/white board, progress notes and UNITi is updated.
- Organises car services, repairs and organises car washing weekly-keeping an accurate record on car maintenance information.
- Ensures District Nursing Tax invoices are sent out on a monthly basis to District Nursing Services clients.
- Pharmacy, dressings, pathology and other stock levels are checked restocked and ordered as directed by Nursing Staff with Oracle orders entered in a timely manner; this includes stationary.
- Stores products are labeled, with current prices and are updated every 6 months.
- Educates administrative support staff on in-house computer program systems, telephone and provides relevant up to date information for Admin support assistant to call on if required within the district nursing department.
- Supports District Nursing staff by performing tasks as requested by the NUM/ANUM/RN/EN enabling nursing staff to focus on clinical care delivery
- Ensures clerical work station, district nursing storeroom and associated areas of 44 High street are safe and are neat working environments.
- Outlook tasks are actioned and attended too or followed up daily basis.
- Ability to utilize car iphones, group texting emailing and conduct staff safety checks daily and is knowing of the procedure to escalate staff safety check.
- Performs administrative functions and tasks as required in a timely manner. Updates phone details; notice board information and content required for DNS paperwork and maintains an excellent filing system.
- Feedback is given-re task outcomes assigned and issues in a timely manner
- Auditing & recording follow-up of tax invoices not paid actioned. Information forwarded to NUM/ANUM
- Referrals and phone calls are forward via phone or text to the NUM/ANUM/ RN before the client is accepted as DNS client. Information forwarded should contains contact details for NUM/ANUM/ RN to respond to referee.

	<ul style="list-style-type: none"> <li>• An understanding of the admission process, bookings, self-referrals, Hospital referrals, Brokerage, TAC and Work Cover excellent filing system.</li> </ul> <p><b><u>Legal Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Maintains accurate records and statistics.</li> <li>• Maintains strict confidentiality of all personal information.</li> <li>• Understands Health Information processes</li> </ul> <p><b><u>Inservice Education:</u></b></p> <p>It is the responsibility of each staff member to:</p> <ul style="list-style-type: none"> <li>• Attend an annual Infection Control update.</li> <li>• Attend an annual Fire Extinguisher Demonstration.</li> <li>• Attend to Mandatory Training as identified for the role employed.</li> </ul> <p><b><u>Reception Desk and Telephone Enquiries:</u></b></p> <ul style="list-style-type: none"> <li>• Greets customers' promptly face to face or on a telephone call and direct to appropriate district nursing staff member, returns phone calls in a timely manner.</li> <li>• Incoming calls with messages are written and forwarded to appropriate district nursing staff member.</li> </ul>
<b>Key Selection Criteria</b>	<ul style="list-style-type: none"> <li>• High level of administrative skills and demonstrated ability to plan, set priorities and organize workload in order to meet deadlines.</li> <li>• Experience in operating software packages and data entry.</li> <li>• Ability to work in a team environment and attend to other duties as directed.</li> <li>• Excellent organizational skills.</li> <li>• Attention to detail.</li> <li>• Ability to interact with clients, members of the public, and other SHDH employees in a polite and professional manner.</li> <li>• Ability to work accurately and neatly.</li> <li>• Ability to work without supervision.</li> <li>• Good presentation and a pleasant manner.</li> <li>• Advanced Computer Skills in Microsoft Suite and ability to learn and apply other programs.</li> <li>• High level written and oral communication skills.</li> <li>• Experience in an administrative role and customer service environment</li> <li>• Current National Police Check</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers) through either documentation of copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers Agreement.
<b>First Nations:</b>	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> </ul>

	<ul style="list-style-type: none"> <li>All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Child Safety:</b>	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b> SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>Take reasonable care for your safety and the safety of others while at work.</li> <li>Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>Complete all Mandatory training requirements as identified and directed.</li> <li>Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	<p>Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.</p>

<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	June 2019, June 2020, Dec 2020, Nov 2021, Feb 2022, May 2025
<b>Current:</b>	Aug 2025
<b>Managers Name:</b>	Mrs. Maria Fox
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	