Swan Hill District Health
Connected Care. Best Experience.




| *Inclusive* | *Compassionate* | *Progressive* | *Accountable* |
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**Ward Clerk - Day Surgery**
**Theatre**
**HS1 - Health and Allied Services, Managers Administrative Workers EBA**
**1FTE**
**Full time or Part time job share arrangement considered.**

**The Position –** A Full-time or a combination of a Part-time job share arrangement opportunity has become available for a Ward Clerk to join our enthusiastic team of Health Professionals in the Theatre department at Swan Hill District Health. Experienced candidates who are familiar with administrative services, display strong communication and organisational skills are invited to apply for this position.
These positions form an integral role, providing high-quality administrative, clerical, and reception support to the Peri-operative Services and Day Procedure Unit.
Working within a multidisciplinary team, the roles are responsible for receiving and coordinating patient admissions, bookings, referrals, theatre lists, appointments, and associated documentation to support the efficient delivery of surgical and procedural services.

**You Bring**

- Completion of at least the Year 12/VCE or its equivalent that is relevant to the field of practice.
- Demonstrated ability to effectively manage theatre administration tasks, including patient admissions, surgical booking documentation, data entry, and communication between clinical teams, ensuring accuracy and confidentiality in a fast-paced environment.
- Strong organisational and multitasking skills, with the capability to prioritise competing demands, maintain accurate patient records, coordinate theatre schedules, and utilise hospital information systems efficiently to support smooth theatre operations.
- Committed to delivering person-centred care through respectful, professional, and collaborative interactions with patients, families, and multidisciplinary team members, while demonstrating the organisation's values of integrity, compassion, accountability, and teamwork.

**Mandatory requirements (remove or add as per position description)**

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- NDIS worker screening check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

**About Swan Hill:** Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

**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. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

®A dynamic workplace ®Discounted Corporate gym memberships
®Salary Sacrifice/Packaging ®Professional Development opportunities
®Employee Assistance Program

**Attract Connect Stay**; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

**To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, via our SHDH Website link SHDH Apply for this Job**

**You will find the position description on our website – Vacant positions**

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. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting **employment@shdh.org.au**

**Applications close: COB Friday 4th Dec**

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.

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# POSITION DESCRIPTION




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| **Position:** | **Peri-Operative Ward Clerk and Day Surgery Ward Clerk** |
| **Classification:** | HS1 |
| **EBA/Award:** | Health and allied Services, Managers and Administrative Workers EBA |
| **Department:** | Theatre Department |
| **Location:** | Main Campus - 48 Splatt St, Swan Hill |
| **Reports to:** | Nurse Unit Manager Perioperative Services |
| **Direct Reports:** | 0 |
| **Immunisation Risk Category:** | Category B: Position unlikely to have contact with blood or other body fluids. |
| | |
| **Position Summary:** | Provides high-quality administrative, clerical, and reception support to the Peri-operative Services and Day Procedure Unit. Working within a multidisciplinary team, the role is responsible for receiving and coordinating patient admissions, bookings, referrals, theatre lists, appointments, and associated documentation to support the efficient delivery of surgical and procedural services. |
| **Responsibilities:** | **All Areas**<br>• Undertake duties as directed by the Theatre Nurse Unit Manager (NUM), Associate Nurse Unit Manager (ANUM), or Nurse in Charge.<br>• Communicate professionally and effectively with patients, visitors, medical staff, and multidisciplinary team members.<br>• Maintain stationery and office supplies, including monitoring stock levels and coordinating ordering and restocking requirements.<br>• Liaise with surgical teams and internal and external parties.<br>• Working knowledge of computer applications including Microsoft Windows Applications.<br>• Accurately complete data entry and maintain records with a high level of attention to detail.<br>• Perform a broad range of administrative, clerical, and reception duties.<br>• Manage competing priorities and multiple tasks within a fast-paced clinical environment.<br>• Provide leave relief coverage and increase hours as required to support operational needs.<br>• Maintain a safe, organised, and professional work environment within reception and administrative areas.<br><br>Whilst primarily rostered to a designated work area, staff are required to be trained and competent in both the Perioperative Ward Clerk and Day Procedure Reception roles to provide leave coverage and support operational requirements.<br><br>**Peri-Operative Ward Clerk**<br>• Enter patient referrals into the Patient Administration System (IPM).<br>• Coordinate and construct theatre operating lists in consultation with the Nurse Unit Manager. |

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| | • Schedule patient appointments for Pre-Admission Clinics, Anaesthetic Clinics, and surgical procedures.<br>• Prepare and distribute patient notification and appointment correspondence.<br>• Prepare and submit routine monthly activity and performance reports.<br>• Coordinate meeting agenda items, minute taking, and distribution of meeting documentation.<br><br>**Day Surgery Ward Clerk**<br>• Facilitate the admission and discharge of elective patients within the Patient Administration System (IPM).<br>• Receive, process, and manage patient admission documentation from surgeons/consulting rooms.<br>• Organise and prepare documentation required for the Pre-Admission Clinic appointments.<br>• Prepare documentation required for surgical bookings and admissions.<br>• Ensure patient information and administrative records are accurate, complete, and maintained in accordance with organisational requirements. |
| **Key Selection Criteria:** | • Year 12/VCE or equivalent<br>• Microsoft application skills with the ability learn quickly and adapt to new programs<br>• Previous experience in health administration of equivalent<br>• Excellent interpersonal and communications skills<br>• Data entry and customer service<br>**Mandatory Requirements**<br>• Current National Police Record Check<br>• Current "Working with Children Permit"<br>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses. |
| **First Nations:** | 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. |
| **Continuous Quality Improvement:** | • Each staff member is expected to demonstrate a commitment to best<br>• practice.<br>• All staff shall take responsibility for their own practice and share<br>• responsibility for creating and maintaining a system that provides safe,<br>• high quality health care.<br>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.<br>• It is the responsibility of every staff member to be familiar with Health<br>• Service-wide and specific Department Policies & Protocols. |
| **Person Centred Care:** | 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.<br><br>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centred. |
| **Child Safety:** | 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 |

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| | children are safe and feel safe, and where their voices are heard about the decisions that affect them.<br><br>SHDH have zero tolerance to child abuse.<br><br>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action. |
| **Our Purpose:** | **Connected Care / Best Experience**<br>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. |
| **Privacy and Confidentiality:** | 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.<br><br>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. |
| **Mandatory Training:** | All employees must be aware of and complete designated mandatory training within the required time frame. |
| **Safety:** | **RESPONSIBILITIES: It is the responsibility of every staff member to:**<br>• Take reasonable care for their safety and the safety of others while at work.<br>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.<br>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.<br>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.<br>• Complete all Mandatory training requirements as identified and directed.<br>• Comply with the Occupational Health and Safety Act and all SHDH O.H.& S. online Policies and Procedures. |
| **Asset Management:** | Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols. |
| **Review:** | Completion of My Work Plan on a yearly basis. |

## Job Demands List

Swan Hill District Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

| **Frequency Functions** | | |
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| **I** | = Infrequent | Activity may be required very infrequently |
| **O** | = Occasional | Activity required occasionally, not necessarily all shifts |
| **F** | = Frequent | Activity required most shifts, up to 50% of the time |
| **C** | = Constant | Activity that exists for the majority of each shift and may involve repetitive movements for prolonged periods |
| **N/A** | = Not Applicable | Activity not performed |

| **Aspects of Normal Workplace** | | **Frequency** | | | | |
|---|---|---|---|---|---|---|
| **Demands** | **Description** | **I** | **O** | **F** | **C** | **N/A** |
| **Physical Demands** | | | | | | |
| Sitting | Remain seated to perform tasks | | | | X | |
| Standing | Remain standing to perform tasks | | X | | | |
| Walking | Periods of walking required to perform tasks | | X | | | |
| Bending | Forward bending from waist to perform tasks | | X | | | |
| Kneeling | Remaining in a kneeling position to perform tasks | X | | | | |
| Lifting/Carrying | Light lifting and carrying | X | | | | |
| | Moderate lifting and carrying | X | | | | |
| | Assisted lifting (mechanical, equipment, person assist) | X | | | | |
| Working at heights | Ascending and descending ladders, stools, scaffolding | X | | | | |
| Pushing/Pulling | Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment | X | | | | |
| Reaching | Arms fully extended forward or raised above shoulder | X | | | | |
| Crouching | Adopting a crouching posture to perform tasks | X | | | | |
| Foot Movement | Use of leg and/or foot to operate machinery | X | | | | |

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| Head Postures | Holding head in a position other than neutral (facing forward) | | X | | | |
| Fingers/Hand/Arm movement | Repetitive movement of fingers, hands and arms e.g. computer keyboarding | | | | X | |
| Grasping/Fine Manipulation | Gripping, holding, clasping with fingers or hands | | | X | | |
| Driving | Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride on mower, forklift, bus. Etc. | | | | | X |
| **Psychosocial Demands** | | | | | | |
| Interaction with People | Tasks involving interacting with distressed and emotional people | | | X | | |
| | Tasks involve interacting with people with mental illness, mental health issues or a disability. | | | X | | |
| | Tasks involve witnessing or learning about disturbing or distressing personal circumstances and domestic violence. | X | | | | |
| | Tasks require communicating with others (children or adults) to exchange information. | | | | X | |
| | Tasks require giving direction and feedback on work undertaken by others. | | X | | | |
| | Tasks require receiving direction and feedback on work undertaken to meet required work standards. | | | X | | |
| Reasoning | Tasks require interpreting process documents, following plans and quality standards documentation. | | | X | | |
| Responsibilities | Tasks involve being responsible for a group of children or vulnerable adults. | X | | | | |
| Working requirements | Tasks require work to be conducted out of hours (such as overnight). | | | | | X |
| | Tasks are undertaken in a busy, demanding and dynamic work unit. | | | X | | |
| | Tasks for the position require individual resilience and adaption to workplace change. | | | X | | |
| **Environmental Demands** | | | | | | |
| Gases | Working with explosive or flammable gases requiring precautionary measures | | | | | X |
| Liquids/Chemicals | Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE) | | | | | x |

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| Noise | Environmental/background noise necessitates people raising their voice to be heard | | | | | X |
| Biological hazards | E.g. exposure to body fluids, bacteria, infectious diseases requiring PPE | | | | | X |
| Cytotoxic hazards | Handling and/or preparation of cytotoxic materials | | | | | X |
| Radiation | Working with radiologic equipment | | | | | X |

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| **Previous Revision dates:** | |
| **Approval** | |
| **Managers Name:** | |
| **Managers Signature:** | |
| **Employees Name:** | |
| **Employees Signature:** | |

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# APPLICATION FOR EMPLOYMENT FORM

*(To be attached to application)*

The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Applicants Curriculum Vitae

| **Position Applying for** | |
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## General Information

| | | | |
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| **Name** | | | |
| **Address** | | | |
| **Contact** | **Home phone** | **Mobile** | **Email** |

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander

*(This question is voluntary)*

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident? ☐ Yes ☐ No Date of Grant _____

If no, what is your current Visa Status – Visa type _____ Expiry date _____

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? ☐ Yes ☐ No

## Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (*with a review at 3 months.)*
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** – _____ (Availability)

## Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No

If **Yes**, please provide details:

## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013,* you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant**: _____ **Date:**

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**
Email address: employment@shdh.org.au
Phone: 03 50339315
Postal Address: PO Box 483 SWAN HILL VIC 3585