Position Description

Position Title	Ward Clerk and Administration Assistant – BHH Operating Suite
Classification & Salary Range	Administration Officer Grade 1 - HS1
Agreement Name	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 - 2027
Position Reports To	Perioperative Services Manager
Last Updated	November 2026

Position Purpose

To provide and promote customer service focused, clerical and reception related services that strive to achieve optimal patient outcomes, adheres to the code of conduct, policies and procedures, values and goals of Eastern Health.

Major Duties and Responsibilities

- **Service Management**: Work collaboratively with the nursing team and broader multidisciplinary team to ensure the efficient, effective and responsive operation of the allocated work Unit in line with the organisation's strategic direction. Including, but not limited to:
    - Clerical assistance to the NUM, PSM and relevant clinical staff
    - Utilise and Maintain communication and information systems e.g. computer terminal, email, phone, photocopier.
    - Interact in a clerical capacity with computer applications such as EMR, IPM, Roster On, and all relevant EH systems and applications.
    - Manage incoming and outgoing mail
    - Data entry and collection
    - Take minutes for any ward / department meetings
    - Co-ordinate patient flow
    - Manage visitors and company representatives in the theatre department according to EH protocols

- **Efficiency**: Exercise appropriate economy in the use of stores, equipment and energy.

- **Compliance**: Practice in accordance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct. Report personal/other non-compliance to the appropriate manager.
- **Customer Service**: Treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner in multiple forms of communication i.e. Phone and in person.
- **Administration**: Ensure that all administrative functions are completed within the mandates of the position.
- **Workplace Relations**: Treat all employees of the Organisation with respect and dignity and without discrimination or harassment.
- **Professional Development**: Participate in the prescribed performance development system. Conform to the specific competencies that may be prescribed from time to time by the Eastern Health Nursing Executive Council.
- **Continuous Improvement**: Participate in activities designed to continuously improve standards of service and practice in accordance with the Eastern Health Quality Framework.
- **Training**: Participate in all mandatory training prescribed by the manager.
- **Education and Research**: Participate in research and critical analysis to ensure service and nursing practice benchmarks are achieved. Participate in and provide as requested by the manager the delivery of education to staff.
- **Other duties**: as directed and requested by the NUM, PSM and clinical staff

Key Selection Criteria

Essential:

- Year 11 English written and spoken
- Computer competent; with excellent working knowledge all Microsoft programs including Word and Excel and working knowledge of patient management systems
- Advanced telephone skills and clerical skills
- Ability to provide quality customer service in a friendly and professional manner
- Demonstrated high level of written and verbal communication and interpersonal skills
- Excellent organisational and time management skills
- To have an interest in working in a patient centred care environment
- Demonstrated ability to work as part of a multidisciplinary team

Desirable:

- Health care agency experience
- Medical terminology knowledge
- Previous experience in similar position

Eastern Health's Promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future. Read more about Eastern Health's strategic goals here.

Our Commitment to Diversity, Equity and Inclusion 

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and Torres Strait Islander people, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care

- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. For more information, please click here.

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click here and for Staff Wellbeing please click here.

Final Note

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against influenza prior to commencing employment.

Application Support

If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____ Date: _____