



Position Description

Position title:	Ward Clerk	Date:	May 2025
Reports to:	Admissions Manager	Department:	Ward/Admissions
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	Admissions/Day stay/Wards
Delegated financial authority:	No	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The Ward Clerk plays a crucial role in ensuring the efficient and smooth running of the ward/unit. The role primarily involves clerical and administrative support tasks, including patient admissions, data entry, managing patient records, coordinating communication between healthcare staff, and ensuring a high level of customer service to patients, visitors and medical specialists.

The Ward Clerk will work in collaboration with nurses, medical specialists, and other healthcare professionals to maintain a well-organized and supportive environment within the ward/unit.

Key Relationships

Internal

- Hospital Senior Management Team
- Patient Services Manager
- Clinical Nurse Leads
- Registered Nurses
- Health Care Assistants
- Other Clinical Staff
- Support Services Team
- Facilities Team
- Medical Specialists

External

- Patients
- Whānau
- Visitors

Key Accountabilities

Patient / Customer Service

- Deliver high quality customer service to users of Southern Cross Hospital ensuring standards meet customer expectations in line with our values:
 - Welcome patients, whānau, visitors and medical specialists in a friendly and pleasant manner that makes them feel at ease
 - Provide a courteous and friendly telephone service and answering and redirecting calls promptly, professional, and efficiently in a customer focused manner
- Proactively develops relationships through excellent communication skills.
- Always present a professional image and acts in an appropriate manner.

Patient Admission and Discharge

- Greet and assist patients with the admission process.
- Maintain up-to-date records of patient status, including admission, discharge, and transfer.

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1. Patient Admission and Discharge:

- Greet and assist patients with the admission process.
- Ensure accurate and timely entry of patient details into the hospital's patient management system.
- Maintain up-to-date records of patient status, including admission, discharge, and transfer.

2. Clerical and Administrative Support:

- Manage phone calls, emails, and correspondence for the ward/unit.
- Schedule patient appointments, tests, and procedures as required.
- Handle patient queries and direct them to appropriate staff or departments.
- Update and maintain patient medical records, ensuring confidentiality and compliance with data protection regulations.

3. Communication and Coordination:

- Serve as a liaison between healthcare staff, patients, and their families.
- Relay important messages and information to the appropriate medical personnel.
- Coordinate with other departments (e.g., lab, radiology) for patient care needs.

4. Inventory Management:

- Track and maintain inventory levels of ward/unit supplies, including medical stationery and equipment.
- Report stock shortages or equipment malfunctions to appropriate personnel.

5. Health & Safety and Compliance:

- Ensure all administrative processes comply with hospital policies, safety standards, and regulations.
- Maintain an orderly and clean workspace, ensuring all documents are filed and stored according to hospital policy.

6. Other Duties:

- Perform other duties as directed by ward/unit management or healthcare team.
- Assist in patient transport or escort services as needed.

Clerical and Administration Support

- Manage phone calls, emails, and correspondence for the ward/unit.
- Schedule patient tests, and procedures as required.
- Handle patient queries and direct them to appropriate staff or departments.
- Update and maintain patient records, ensuring confidentiality and compliance with data protection regulations.
- Co-ordinate patients and whānau movements through the admissions area
- Answer telephones, manages general enquiries, and performs general clerical duties
- Communicate all necessary information to and from staff in the admissions and ward areas
- Performs additional administrative / clerical duties as directed.

Management of Patient Information

- Accurately enters information relating to patient admissions, transfers, and discharges into relevant hospital systems as required.
- Protects patient confidentiality by adhering to privacy policy

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity, and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity, and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements**Experience and skills required:**

- At least 2 years clerical experience and experience in a frontline role
- Exceptional Customer Service skills
- Excellent communication skills
- Knowledge of Microsoft products

Education and qualifications required:

- No formal qualifications necessary

Qualifications:

- High School Diploma or equivalent; additional certifications or courses in office administration, medical office procedures, or healthcare-related fields are preferred.
- Proven experience as a ward clerk, receptionist, or in an administrative role in a healthcare setting is desirable.
- Strong knowledge of medical terminology and hospital procedures.
- Familiarity with electronic medical record (EMR) systems and patient management software.

Experience and skills desirable:

- Experience in the health sector / customer service role
- Knowledge of hospital systems

Skills and Competencies:

- **Communication:** Excellent verbal and written communication skills, with a friendly and professional demeanor.
- **Organizational Skills:** Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
- **Attention to Detail:** High accuracy in data entry and documentation.
- **Teamwork:** Ability to collaborate with multidisciplinary teams and maintain a positive work environment.
- **Confidentiality:** Adherence to confidentiality and privacy regulations in handling patient data.

Work Environment:

- Fast-paced healthcare setting, often requiring the ability to handle stressful or emergency situations.

Leadership Attributes	
Human Centred Leadership <ul style="list-style-type: none">• Empathy• Adaptability• Connection Performance Coach <ul style="list-style-type: none">• Accountability• Engagement• Collaboration	Change Enabler <ul style="list-style-type: none">• Execution• Energy• Contribution

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