

Position Description | **Ward Clerk**

REPORTING

Reports To	Nurse Manager – IPS & Admissions
Direct Reports	None

PURPOSE

- To provide administrative support to the clinical team, be the first point of contact for visitors to the Inpatient Suite and deliver exceptional customer service assistance.
- To perform various administrative tasks associated with the smooth operation of administrative aspects of the clinical team, including data entry and monitoring of patient information in the relevant hospital systems.

SKILLS

Essential Skills	Highly Desirable Skills
<ul style="list-style-type: none"> • Exceptional customer service focus with an outstanding telephone manner. • High-level of discretion and confidentiality. • A methodical and through approach to all administration tasks. • Ability to handle a busy and, at times, high-pressure work environment. • A team player, able to interact positively with other staff. • Strong verbal and written communication skills including sound computer skills particularly in Microsoft Office. • Previous experience in a reception role or similar. • Professional and tidy appearance. • A professional attitude and empathetic, caring and bubbly personality. 	<ul style="list-style-type: none"> • Previous experience in a healthcare setting.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Clinical Team • Maintenance Coordinator • Support Services Team • Finance Team • Purchasing Team
External	<ul style="list-style-type: none"> • Surgeons and their PA's • Anaesthetists • Te Whatu Ora - Te Tai Tokerau • Patients and their Family/Whānau • Various service providers

KEY ACCOUNTABILITIES

<p>Patient/Customer Service</p>	<ul style="list-style-type: none"> • Deliver high quality customer service to users of Kensington Private Hospital ensuring standards meet customer expectations of a private hospital: <ul style="list-style-type: none"> ○ Welcome patients and visitors 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, professionally and efficiently in a customer focused manner. ○ Monitors and answers the hospital foyer intercom. • Proactively develops relationships by making efforts to listen to and understand both internal and external customers. Anticipates and provides solutions to visitor's needs. Gives high priority to patient and visitor satisfaction. • Present a professional image and act in an appropriate manner at all times.
<p>Administrative</p>	<ul style="list-style-type: none"> • Perform general administrative duties including: <ul style="list-style-type: none"> ○ Maintain a tidy, clutter-free workstation and environment. ○ Photocopying, printing, binding, laminating, software assistance, and producing flyers. ○ Assisting with scheduling of appointment for patients as requested. ○ Accept loan equipment back from patients. ○ Arranging uniforms for clinical staff. • Purchasing and supplies: <ul style="list-style-type: none"> ○ Maintaining supplies of stationary, printing supplies, relevant forms. ○ To assist with non-clinical purchasing of office equipment etc. as directed. ○ To assist with the ordering of additional clinical equipment and inventory items. • Management of patient information: <ul style="list-style-type: none"> ○ Accurately inputs patient information into relevant hospital systems on a daily basis. ○ Accurately inputs information relating to patient admissions, transfers and discharges into relevant hospital systems on a daily basis. ○ Copying of patient notes for transfers. ○ Prepare paperwork for Doctors rounds into charts. ○ Loading expected discharge dates for all patients into our post-operative patient portal, monitoring responses, printing summaries and escalating any flagged responses. ○ Processes and collates Inpatient clinical records accurately and efficiently on a daily basis (e.g. discharges) before sending to Finance for invoicing. ○ Protects patients confidentiality by adhering to policies and procedures whilst performing duties. • Organising maintenance requests, as directed, to provide IPS staff with adequate provisions and equipment that is functional and meets safe standards. • Other duties as directed.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Maintain a safe and appropriate work environment, engage in safe workplace practices, and manage health and safety for reporting staff and others. Report accidents, risks and incidents as they arise.



General	<ul style="list-style-type: none">• Actively seeks learning opportunities to ensure knowledge and skills are continually evolving in line with current best practice.<ul style="list-style-type: none">○ Participates in the Company’s performance development process.○ Keep up to date with developments in the field.○ Demonstrate a commitment to ongoing personal and professional development.• Upholds and promotes the Company values, house rules, policies and procedures.• Recognises and respects cultural differences and the application of Te Tiriti o Waitangi principles with the intent of enabling access and improving health outcomes for Māori and Pacific Island patients and increasing cultural diversity within our workforce.• Ensure compliance with the Privacy Act and Privacy policy.• Be proactive in recommending quality improvement initiatives.
----------------	---

DELEGATED AUTHORITIES	
<ul style="list-style-type: none">• None	

DOCUMENT NAME: doc_396_Position Description - Ward Clerk_v1	APPROVAL OFFICER: Clinical Services Manager
REVIEW DATE: 10 February 2026	DATE APPROVED: 10 February 2023