



Position Description

Position title:	Ward Clerk	February	February 2025
Reports to:	Peri-Anaesthesia Services Manager	Department:	Peri-Anaesthesia
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	North Harbour
Delegated financial authority:		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. To help people live their best lives by reimagining healthcare.	Our purpose is why we exist. To advance the provision of quality healthcare in Aotearoa New Zealand.
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Values and Behaviours
<p>Teamwork: We will work together because we know that a strong team will always outperform strong individuals.</p> <p>Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.</p> <p>Respect: We will act fairly in a culture of mutual trust and respect.</p> <p>Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.</p>

Role Purpose
<ul style="list-style-type: none"> • To provide assistance to the Senior Ward Team under the guidance of the Ward Services Manager • To provide quality customer service delivery within the scope of practice (if applicable) and as per the Position Description

Key Relationships	
<p>Internal</p> <ul style="list-style-type: none"> • Hospital General Manager • Clinical Operations Manager • Theatre Services Manager • Associate Charge Nurse • Theatre Co-ordinator • Implant Co-ordinator • Hospital Senior Management Team • Registered Nurses • Other Clinical Staff 	<p>External</p> <ul style="list-style-type: none"> • Medical Specialists • Visiting Contractors • Relatives • Patients • Visitors

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| <ul style="list-style-type: none">• Kitchen and Support Services Staff | |
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Key Accountabilities

General Administrative Services

- Responsible for ensuring information e.g. patient files, phone lists etc are maintained current, accurate and distributed to ensure information is communicated
- Responsible for bed allocations
- Responsible for filling in menus for theatre patients ensuring appropriate post-operative meal choices
- Maintains paging system and oversees allocation of pagers
- Collates prescription forms, checks details are correct, takes to onsite Pharmacy
- Liaises with Blood Bank re group & holds, Labs for results, escalates results
- All office functions are performed according to hospital procedures e.g. patient information, Webpas,
- Tech1, and other relevant data inputting etc.
- Check all faxes that have come in and action as appropriate
- Supports hospital requirements for typing / copying / data entry and general clerical duties, this includes patient discharge information
- Responsible for maintaining stationery and printed documentation supplies, completing requisitions as per company policy
- Actively participates in supporting the hospital and staff, to ensure a seamless service for patients, staff, Medical Specialists and visitors
- Takes and types up minutes as required
- Maintenance requests completed as required and forwarded to the appropriate personnel
- Answers phones on behalf of Peri-Anaesthesia Services Manager

Professional

- Incorporates Southern Cross HealthCare's' Values in everyday practice and action
- Skills are upgraded and tasks modified in response to the needs of the service
- Works in a Culturally Safe manner
- Maintains patient and staff confidentiality
- Ensures that practice is guided by Southern Cross HealthCare's' Local and National Policies and Guidelines
- Acts as the 'face of the Hospital by displaying consistently respectful, timely, efficient, professional, friendly and appropriate communication in all interactions, both on the telephone and face to face
- Maintains the professional image of the Hospital, by wearing the correct uniform, with attention to personal grooming and a helpful, pleasant, and professional attitude

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:

- Reception skills and experience
- Clerical, keyboard and data entry skills
- Positive customer relationship skills

Experience and skills desirable:

- Experience in the health sector / customer service role

Education and qualifications required:

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Education and qualifications desirable:

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Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution