



## Position Description

<b>Position title:</b>	Ward Clerk	<b>Date:</b>	July 2025
<b>Reports to:</b>	Ward Services Manager	<b>Department:</b>	Ward
<b>Number of reports:</b>	Direct: 0 Total (include indirect): 0	<b>Location:</b>	
<b>Delegated financial authority:</b>		<b>Budget ownership:</b>	No
<b>Level of influence:</b>	<b>Leading self</b>		

## 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.
<b>To help people live their best lives by reimagining healthcare.</b>	<b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Care First:** Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

**Better Together:** Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

**Pursue Excellence:** Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

## Role Purpose

- 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

### Internal

- 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
- Kitchen and Support Services Staff

### External

- Medical Specialists
- Visiting Contractors
- Relatives
- Patients
- Visitors

## 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 regroup & holds, Labs for results, escalates results to CNLs/ Ward Services Manager
- All office functions are performed according to hospital procedures e.g. patient information, Webpas, Tech 1 and other relevant data inputting, etc
- 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 for the Ward area completing requisitions as per company policy

- Check and maintains stock levels of laboratory supplies
- Actively participates in supporting the hospital and staff, to ensure a seamless service for patients, staff, Medical Specialists and visitors
- Responsible for rostering HCAs
- Takes and types up minutes as required
- Maintenance requests completed as required and forwarded to the appropriate personnel
- Answers phones on behalf of Ward 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 Ward
- 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