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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	WARD CLERK
<b>DEPARTMENT:</b>	CLINICAL PROGRAMS
<b>CLASSIFICATION:</b>	WARD CLERK
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	MANAGER HEALTH SERVICES
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

As a member of the health care team, the Ward Clerk performs duties related to patient/ client care in accordance with established policies. The Ward Clerk must be able to function effectively in a dynamic and demanding environment.

The position of Ward Clerk functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake – Eastern Regional Health Authority.

Interlake-Eastern RHA is committed to responding to the [Truth and Reconciliation Commission of Canada's Calls to Action](#) and creating working environments free of racism for both clients and employees. All staff members are encouraged to seek and identify patterns of harm towards Indigenous, black and marginalized clients and employees and to take actions to disrupt any form of racism. Collectively and individually, we are growing cultural competency capacity by implementing the region's anti-racism action plan.

\*The word "patient" used throughout the document refers to patients, clients, and/or residents.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

### **Advocates on behalf of the IERHA as a whole**

- Promotes the mission, vision and goals of the IERHA.
- Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), RHA policies and any other applicable legislation.

- Adheres to all policies and procedures.
- Reports for work as scheduled in a prompt manner.

**Acts as a receptionist to assigned area**

- Receives and relays telephone, P.A. (public announcement) and other messages for physicians, ward personnel and patients as necessary.
- Receives and directs all patients/visitors in a kind and courteous manner.
- Collects and distributes mail for assigned area.

**Ensures patient charts are maintained/filed in a timely and accurate manner**

- Transcribes physician orders, completes requisition for lab, etc., and ensures charts are complete.
- Assembles charts on arrival of the patient and maintains adequate supply of pre-assembled charts.
- Assembles, checks and returns charts to Health Records upon discharge or death of patient.
- Processes identification signs for above patient beds and ensures accuracy daily.

**Provides administrative support, general correspondence and filing**

- Accuracy, efficiency, timeliness, and diligence are displayed in the accomplishment of all assigned duties with a minimum of direct supervision.
- Ability to prioritize duties and responsibilities.
- Maintain a neat and orderly work environment.
- Maintains records and/or statistical reports as required.
- Supports admission, transfer and discharge under the direction of manager.
- Maintains an adequate filing system under the direction of the manager.
- Maintains W.H.M.I.S. Manual under the direction of the manager.
- Orders and stocks supplies for the unit, and obtains quotes as assigned by the manager.
- Maintains revisions to policies and procedures and ensures they are placed in the appropriate manuals.
- Maintains unit ledgers/records and compiles statistical monthly reports.
- Arranges follow-up appointments with physicians following patient discharge when required.
- Faxes telephone consult forms to appropriate agencies (i.e.: echograms, CT scans, angiograms, etc.) and notifies patient of dates as required.
- Maintains and updates patient diet orders.
- Ensures appropriate ward kitchen inventory.

**Ensures effective communication within the department and the organization**

- Communicates and consults with the manager.
- Attends staff meetings.
- Notifies staff of departmental meetings and maintains records of same.
- Maintains communication book and memo board.
- Effective communication skills and interpersonal relationships are demonstrated on an ongoing basis.

**Maintains a clean, sanitary and organized work environment including equipment**

- Ensures the equipment is in good working order and reports faulty devices to the charge nurse, Clinical Resource Nurse, or Manager Health Services.

- Adheres to the cleaning schedule which includes cleaning of common ward equipment which includes but is not limited to stretchers, patient lifts, blood pressure machines.

#### **Promotes safety and health in the workplace**

- Understands and follows legislation and workplace safety and health requirements.
- Follows established safe work practices.
- Uses appropriate safety devices.
- Ensures that equipment is in good working order and reports faulty mechanisms to the nurse in charge.
- Knowledgeable in facility fire, safety and disaster plans as well as policies and procedures related to security and patient/resident care.
- Reports incidents that result in injury to patients/residents, staff, visitors or self and reports unsafe acts and workplace hazards.
- Assists in determining the cause of accidents and supportive to corrective action.
- Cooperates with the Workplace Safety and Health Committee and others on safety and health issues.

#### **Maintains adequate inventory of personal care items on the ward and patient rooms**

- Restocks hygiene supplies as per schedule.
- Replenishes supplies in patient/ resident care areas.

#### **Ensures client/patient/resident relationships**

- Demonstrates a kind and compassionate approach with genuine concern for the patients/residents.
- Supportive of an environment that allows the freedom of choice, privacy and personal beliefs.

#### **Ensures effective communication within the department and organization**

- Communicates with department staff, individually and as a group, to promote efficient functioning and high morale.
- Communicates with other managers to achieve efficient function of all services.
- Liaison with outside agencies as required.
- Follows proper accurate shift report.
- Documents in the patient/resident flow sheet.
- Reports all pertinent information and observation in a timely manner.
- Answers the phone professionally and relays messages appropriately .
- Reports unusual incidents to the nurse in charge and completes occurrence reports as required.
- Pursuant to the Health System Governance and Accountability Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

#### **Demonstrates professionalism within the code of conduct**

- Demonstrates the ability to accept and adjust to change.
- Assumes responsibility for own actions.
- Maintains a professional appearance in conjunction with the IERHA Dress Code Policy.
- Refrain from the use of perfumes or heavily scented beauty products.
- Maintains an acceptable state of health in accordance with the Attendance Support &

Assistance Program (ASAP).

- Exhibits confidence and initiative in the work environment.

**Ability to recognize and pursue self-development opportunities**

- Maintains and updates professional skills, certification(s), leadership skills and knowledge through continuing education programs, literature reviews, publications and conferences.
- Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work.
- Participates in continuous quality improvements.

**Assists with training new staff as required**

- Participates in orientation and mentoring of new staff as assigned.

**Other**

- Performs other duties as assigned.

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**QUALIFICATIONS:**

**EDUCATION/CERTIFICATION:**

- Ward Clerk Certification from a recognized educational institute required.
- Current certification in BCLS or obtain within three (3) months of commencing employment (excludes Personal Care Home).

**REQUIRED KNOWLEDGE:**

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**EXPERIENCE REQUIRED:**

- Demonstrated experience in Aria charting system (applicable to Cancer Care positions only).
- Demonstrated experience in SIMS charting system (applicable to Day Surgery/Pre-Anesthetic Clinic positions only).
- Demonstrated experience in SWIM surgical booking system (applicable to Day Surgery/Pre-Anesthetic Clinic Positions only).
- Previous Day Surgery/Pre-Anesthetic Clinic work experience required (applicable to Day Surgery/Pre-Anesthetic Clinic positions only).
- Previous Operating Room work experience required (applicable to Operating Room positions only).

**SKILLS/COMPETENCIES:**

- Ability to understand and follow verbal and written communication.
- Demonstrates interpersonal skills through clear communication and positive behavior within the Respectful Workplace Policy.
- Ability to work with minimal supervision.
- Ability to organize and prioritize tasks.
- Ability to recognize and pursue self-development opportunities.
- Ability to respect and promote confidentiality.
- Ability to respect and promote a culturally diverse population.
- Ability to work in a team environment.

- Valid Manitoba driver's license.
  - Mental and physical ability to meet the demands of the position.
  - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
  - Proficiency of both official languages is essential for target and designated bilingual positions.
  - Completes and maintains a satisfactory pre-employment security check.
  - Satisfactory employment record.
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#### **WORK CONDITIONS:**

- The incumbent functions autonomously on a day to day basis and managers assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
  - Required to wear approved uniform, footwear, and protective equipment.
  - Refrain from the use of perfumes or strongly fragrant health and beauty aids.
  - Long periods of sitting at a desk.
  - Work with minimal supervision and frequent interruptions.
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#### **WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Manitoba Association of Safety in Healthcare (MASH), Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follow recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems described in Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

#### **PATIENT SAFETY**

- Participates and demonstrate an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicated any activity or action which may constitute a risk to patient safety.
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Created:	_____	
	Date	
Revised:	February 2025	
	Date	
Approved by:	 _____	Feb 28 2025
	Regional Manager/ Supervisor	Date
Approved by:	 _____	March 3, 2025
	Executive Lead/ CEO	Date
Reviewed by:	 _____	March 3, 2025
	Executive Lead, Human Resources	Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*