


<b>Job Title</b>	Ward Clerk			
<b>Job Description No.</b>	<b>Trade No.</b>	<b>Grade Level</b>	<b>Department</b>	
01-01-0084			Department of Intensive Care Services	
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**1.0 Organisational Relationships:**

- 1.1 Reports to: Director of Intensive Care
- 1.2 Responsible for: None
- 1.3 Liaises with: All departmental, medical and technical staff; staff in other departments as necessary

**2.0 Job Summary:**


Performs all medical clerical functions for the Director of Intensive Care Services, consultants and other medical and paramedical staff within the department, under the supervision of the personal assistant.

**3.0 Duties and Responsibilities:**

The employee will:

- 1.4 Deal with all the incoming and outgoing mail.
- 1.5 Receive and assist patients and their families.
- 1.6 Receive telephone calls, make appoints and attend to visitors in the Department.
- 1.7 Attend to all office affairs to ensure the smooth and efficient running of the administrative functions of the department.
- 1.8 Record, store and organize clinical data in patient charts.
- 1.9 Assist the Director of Intensive Care Services with staffing allocations for medical staff, annual leave allocations, timesheets etc.
- 1.10 Make necessary arrangements to organise meeting rooms and refreshments.
- 1.11 Perform other applicable tasks and duties assigned within the scope of the employee's knowledge skills and abilities.
- 1.12 Cover for other ward clerks in the department as necessary.

Director of Department	Director of Medical Administration	Program Director

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#### 4.0 **Education/Licensure:**

- 4.1 **Essential:** Good standard of secondary/high school education
- 4.2 **Desirable:** Diploma for Medical Secretaries or equivalent
- 4.4 **Desirable:** RSA Stage I or equivalent

#### 5.0 **Professional Experience:**

- 5.1 **Essential:** Minimum of three (3) years as a medical ward clerk.


#### 6.0 **Specialised Knowledge:**

- 6.1 **Essential:** Good working knowledge of medical terminology.
- 6.2 **Essential:** Excellent communication skills in Arabic and English.
- 6.3 **Essential:** Good working knowledge of word processing equipment, storage/retrieval systems related to medical data.

#### 7.0 **Personal Qualities:**

- 7.1 **Essential:** Ability to communicate with staff and visitors at a senior level.
- 7.2 **Essential:** Ability to work on deadlines in a pressurized environment
- 7.3 **Essential:** Respect department confidentiality code of practice
- 7.4 **Essential:** Ability to work effectively in a multi-cultural environment.
- 7.5 **Essential:** Be willing to learn and apply new skills demanded in a dynamic

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environment.

**8.0 Age:** Between 28 and 40 years of age

**9.0 Conditions:**

9.1 This job description will become effective on the date signed by the Head of Manpower.

9.2 This job description is subject to periodic review and may be changed at any time in consultation with the employee.

Intensive Care Services

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