

## WARD CLERK

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Company: King Faisal Specialist Hospital & Research Centre

Location: Riyadh

Category: other-general

### Summary

Supports the provision of safe, patient and family focused quality care. Performs clerical, receptionist, translator and other activities in support of patient care while maintaining confidentiality. Supports the successful achievement of the Nursing Affairs strategic goals.

### Essential Responsibilities and Duties

1. Participates in the promotion and maintenance of effective communication and teamwork. Participates in answering questions and giving appropriate directions to patients, families and visitors. Treats colleagues, patients, and visitors with dignity and respect at all times.
2. Follows established telephone etiquette. Seeks assistance where appropriate. 3. Translates Arabic/English for patients, family and health care team. Accurately conveys information and orders. Participates in patient education program as requested. 4. Prepares and maintains all patient records. 5. Inputs and extracts data from computer, i.e. ICIS, and Oracle. 6. Maintains professional standards and functions appropriately in a multicultural environment. Adheres to the Employee Code of Conduct. 7. Actively welcomes new staff/students to the assigned area and participates in retention activities. Contributes to the retention of all staff to meet the assigned area specific turnover rate goal. Participates in retention activities. 8. Promotes a safe environment and safe patient care by embracing a safety culture and identifying areas of risk to Supervisor. Complies with policies for personal and patient safety and for the prevention of healthcare associated infections. 9. Reports equipment failures, safety and security issues, and/or reduction of supplies to

Supervisor. 10. Supports the achievement of cost efficiency savings in assigned area. Maintains an awareness of resource utilization, exercising care in the ordering of supplies. 11. Participates in staff orientation aimed at developing skills and performance. Acts as a preceptor/mentor in the supervision and teaching of new staff to develop their skills

### **Education**

Associate Degree/Diploma from an accredited institution in a relevant field is required.

### **Experience Required**

No related experience is required.

### **Other Requirements(Certificates)**

Saudi Nationals only.

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