Ministry: Ministry of Health and Medical Services

1. **Position Title:** Obstetrics Ward Clerk	2. **Salary Level:** L14-12	3. **Division:** Health Information Unit
4. **Reports To:** Senior Health Information Officer	5. **Direct Reports:** Health Information Officer	

6. Primary Objective of the Position:

It is the primary objective of the Obstetrics Ward Clark to carry out a range of reception and administrative tasks in relation to the day-to-day running of the Obstetric Ward of the Kiribati hospitals. The Obstetrics Ward Clark must make sure to optimize patients' satisfaction and to provide the best customer service. Moreover, the OB Ward Clerk's primary role is to [1] support the OB Ward Medical Coder in ensuring that quality data is obtained from the OB Ward, [2] details are complete for each birth and that [3] all births are recorded. This position will also provide technical support to CRVS initiative with CRO. Detailed in the table below are the expected deliverables.

7.   Position Overview

9. Financial:	10 Legal: Medical Act
11. Internal Stakeholders: • Nurses & Doctors • Principal Nursing Officers • Reproductive, Maternal, Neonatal, Adolescent & Child Health (RMNCAH) Program • Intensive Care Unit • Obstetrics Ward	**12. External Stakeholders:** • Patients/Customers • Civil Registration Office
Without referral to manager: • Protects patients' rights by maintaining confidentiality of personal information • Maintains operations by following policies and procedures; reporting needed changes	**To be referred to Manager:** • Technical problems and issues that may lead to destruction of database • Technical problems and issues with the system, whether it be a power or internet outage • Any technical problems on computers and machines

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

Approved by:	Date of Issue:

• Contributes to team effort by accomplishing related results as needed	• Activities that may have financial implications • Reports on weekly customer issues encountered • Reports weekly on missing patient folders or if unable to find a patient folder • Transferring data request to Statistics office • Report on follow ups made regarding patients folders taken from Medical Records • Assist with Coding as and when needed or upon request • Scanning of Inpatient folders onto KHIS system (For TCH only)

13. KEY ACCOUNTABILITIES *(Include linkage to KDP, MOP and Divisional Plan)*
- *KDP/KPA: KPA 3. Health*
- *MOP Outcome: 3.1. Reduce population growth, 3.2. Reduced maternal morbidity (including macro and micro nutrient deficiency) and mortality, 3.3. Reduced child morbidity (including malnutrition and childhood injury prevention) and mortality, 3.4. Reduced burden & incidence of communicable diseases (TB, leprosy, lymphatic filariasis, STIs and HIV/AIDs), 3.5. Reduced burden and incidence of other diseases (Non Communicable diseases), 3.6. Improved health services delivery.*
- *Divisional/Departmental/Unit Plan: MHMS*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
To ensure that patients are served with excellent customer service.	• Support Civil Registrations & Vital Statistics (CRVS) initiatives and improve link between HIU, CRO, and the OB Ward • To be the face of the hospital by greeting and serving the patient with excellent customer service • Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the Obstetrics Ward area • Protects patients' rights by maintaining confidentiality of personal information • Provide birth confirmation letters • Assist with any RMNCAH-related outer island outreach programs	• Timely reports on weekly customer issues encountered • A well organized and managed Obstetrics data

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

Approved by:	Date of Issue:

| Efficient use of KHIS or Hospital MS access database | • Acquiring, validating, storing, protecting, and processing maternal and child health data from Betio Hospital, Southern Kiribati Hospital, and London Kiritimati Hospital.
• Achieve 100% recorded births
• Accomplish reliable birth details for all births at TCH
• Register outpatients for all clinical services onto KHIS or Hospital MS database
• Provide new numbers and medical record cards for new patients using numbering and patient identification procedures
• File and retrieve patient folders using filing and retrieval procedures
• Put away folders and cards using the filing procedure
• Prepare special clinic folders on request
• Collect Discharge folders from Hospital Wards on a daily basis and to make sure they are all coded
• Admit and discharge inpatient folders onto KHIS or Hospital MS database | • Monthly comparison of data with the OB Ward delivery book that corresponds with KHIS system
• Number of reports made on technical problems and issues that may lead to destruction of database
• Monthly report on number of scans performed for KHIS inpatient folders
• Number of reports on activities that may have financial implications
• Number of data request transferred to Statistics Unit
• Number of follow ups made regarding patient folders taken from Medical Records. |

10. Key Challenges	**11. Selection Criteria**
• Patients served a day is very high in the peak hours of the morning and this is added when there is an incoming overseas team for special clinics • All people have their different way of communicating what they need when they arrive at the hospital – ensure excellent customer service is provided at all times • Births that occurred prior to the introduction of KHIS & MS1 may not be recorded, in such cases, it may be difficult to provide proof of birth for a patient.	**11.1 PQR (Position Qualification Requirement):** **Education:** Form 6 with good passes in English, Maths and Computing + at least 3 years relevant work experience. **Experience**: If form 6 graduate, it is preferable that the applicant has had at least 3yrs of relevant work experience.

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

Approved by:	Date of Issue:

Job Training:
Bonus if there has been any training in data analytics, computer skills, ICD-10 or ICD-11 coding, customer service, receptionist.

Prerequisite: Nil

11.2 Key Attributes (Personal Qualities):
1. **Knowledge**
   o Excellent customer and personal service
   o Data analysis & report writing
   o Computer Microsoft Office, mainly excel

2. **Skills:**
   o Outspoken in English and I-Kiribati
   o Active Listening
   o Pro active

3. **Attributes**
   As per NCS

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

Approved by:	Date of Issue: