

Austin Health Position Description



Position Title: Patient Services Assistant (PSA)

Classification:	PS25
Business Unit/ Department:	Ward 8 South
Agreement:	Health And Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment Type	Fixed Term. 06/12/2024 - 02/06/2025.
Hours per week:	32 hours/week. Week 1- Monday, Friday, Saturday & Sunday 0630-1500 Week 2- Monday & Friday 0630-1500. Saturday & Sunday 1230-2100.
Reports to:	Nurse Unit Manager
Direct Reports:	NA
Financial management:	Budget: NA
Date:	October 2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is to change healthcare for the better through world class research, education, and exceptional patient care.

Our values define who we are, shape our culture and the behaviors, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best,

together we achieve, and we shape the future. www.austin.org.au/about-us

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

To perform the duties of this position as a Patient Services Assistant, effectively and efficiently to the high standards of Ward 8 South, and the Medical & Cancer Services. The successful position holder is expected to participate annually in the Austin Health Performance Appraisal Program and mandatory training programs.

About Ward 8 South

Ward 8 South is a 24-bed Specialist Palliative care ward. Patients admitted to the ward have life limiting illnesses. And are admitted for symptom management, complex discharge planning and end of life care.

Purpose and Accountabilities

Role Specific:

1. Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.
- The role of the PSA involves the performance of a wide range of tasks, which include those set out below. Due to the different service needs of wards and departments the range and types of tasks may vary from area to area.

2. Food Services

- Serving of patient meals and beverages
- Changing of water jugs
- Collection of meal trays
- Maintenance of pantry areas
- Cleaning of nourishment bars

3. Cleaning

Routine and periodical cleaning tasks include:

- Waste collection

- Cleaning rooms such as bathrooms, showers, utility rooms and offices
- Vacuuming carpets
- Dusting, both damp and dry
- Interior window cleaning
- Cleaning patient lockers, overbed and bedside tables and the like
- Mopping and buffing floors
- Disinfecting beds and discharge cleaning
- Cleaning/changing bed screens and rails
- Cleaning the pan rooms including pan trolley, buckets, pans, bowls, suction bottles and tubing.
- Wash rinsing of CSSD trays.
- Cleaning of commodes, wheelchairs and seats (other than actual rinsing after use, which remains the responsibility of nursing staff)
- Cleaning of IV poles.
- Cleaning of patient transport and conduct equipment safety checks
- Removal of soiled linen and infectious waste

4. Patient Movement

- Under the supervision of nursing staff, assist with patient movement and handling in accordance with the “no lift” system
- Transportation of patients according to the relevant protocol
- Transport of deceased patients

5. General

- Perform duties as assigned under emergency response procedures
- Attend to patient flowers
- Restocking of imprest supplies and stock distribution
- Delivery or reception of urgent messages
- Directing ward visitors to the nurse in charge
- Answering of telephones and relaying telephone messages when an area is unattended
- Such other duties as are directed by the nurse in charge of the shift and which are relevant to the role of a PSA.

6. General Procedural Information

- In line with the patient care objective, PSA staff are encouraged to adopt a team approach and assist each other in the performance of daily tasks.
- To ensure the highest standard of service, PSA staff will actively participate in training programs.
- Safety is the responsibility of all staff and safety hazards are to be reported to the appropriate staff. PSA staff should also ensure that their work practices do not place people at risk.
- No private information, whether it be medical condition or otherwise, is to be divulged to the patient or any other person. Medical records and other documents remain confidential.
- PSA's should observe **manual handling** and **infection control** regulations in regard to all tasks.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on OPPIC.
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection Criteria

Essential Knowledge and skills:

- PSA Certificate – Certificate III in Health (Patient Services)
- Willing to work in a hospital environment with sick people
- Flexible attitude
- Willingness to carry out all PSA duties and tasks and work in a team
- Ability to use initiative and to prioritise tasks and problem solve
- Physically capable of undertaking the full range of PSA duties
- Basic verbal and written English skills

Desirable but not essential:

- Previous PSA experience

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

Immunisation

Maintain appropriate levels of immunisation in accordance with Austin Health's Workforce Immunisation/Screening Policies, in the interests of yourself, all Austin Health staff, patients and visitors.

Document Review Agreement

Manager Signature	
Employee Signature	
Date	