

Austin Health

Position Description



Position Title: Patient Services Assistant Grade 2

Classification:	Grade 2 PSA (PS22-25)
Business Unit/ Department:	Radiology & Molecular Imaging and Therapy
Work location:	Austin Health [X] Heidelberg Repatriation [X]
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time or Part-Time
Hours per week:	38
Reports to:	PSA Supervisor
Direct Reports:	Nil
Financial management:	Budget:
Date:	04/08/2025

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the

gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About The Radiology & Molecular Imaging and Therapy Departments

The Imaging services comprising of Radiology and Molecular Imaging and have multiple sites across Austin Health. Austin Radiology provides imaging services across all three campuses whilst Molecular Imaging is located at the Austin Hospital

Radiology at the Austin campus provides services to acute inpatients, Emergency department patients, outpatients and patients undergoing interventional radiology procedures.

Radiology at the Repatriation campus is the major outpatient facility and provides General Radiography, CT, Ultrasound, Fluoroscopy, minor intervention and Mammography services

The Molecular Imaging and Therapy service similarly provides a wide range of services to both inpatients and outpatients at the Austin campus, with the growing delivery of therapies being performed at the Austin site.

Both departments require a true multi-disciplinary approach to ensure that state of the art care is provided to the community. There are approximately 20 Patient Service Assistants (PSAs) employed across both departments and they form an integral part of these teams. They are essential in the efficient work flow of each department. PSAs in each area perform both patient transport and patient support services (Cleaning, Equipment Stocking, Specimen Transport etc)

Position Purpose

Patient Services Assistants (PSA) plays a vital role in the health care team in Radiology and Molecular Imaging and Therapy.

The responsibilities of the Radiology & Molecular Imaging and Therapy PSA are varied, with the PSA team expected to

- assist in the delivery of safe, timely and quality patient services
- to assist in the maintenance of a clean and safe environment for patients, staff and visitors
- assist with transport of patients and
- assist the Radiographers, Technologists and Nurses with patient care
- general PSA duties

Both Radiology and Molecular Imaging and Therapy use a radiation source for the imaging of patients which helps with their diagnosis and treatment. It is important for staff working across both departments to follow Organisational and Legislative requirements related to Safe Radiation Practices.

The role takes direction from the PSA Supervisor in conjunction with the priorities set by the Nurse Unit Manager, with daily operational requirements for the PSA team organised & directed by the modality supervisors and ANUMs.

Staff will be required to work in all areas of Radiology and Molecular Imaging and Therapy across both the Austin and Repat Campuses as allocated by the PSA Supervisor. It is a requirement that all staff participate in a rotation roster that covers services 7 days a week between the hours of 0630-2300hrs, including all public holidays.

Purpose and Accountabilities

Role Specific:

Maintain a clean and tidy environment

Cleaning

- Performance of routine daily cleaning tasks in accordance with the Radiology or Molecular Imaging and Therapy Cleaning Requirements and Standards
 - Refer to local area task list for specific allocation of duties
- Assist with the cleaning and changing over of imaging rooms and equipment between patients as directed by Radiographers, Nurses and Technologists
 - Duties include but are not limited to transferring patient, cleaning imaging tables, cleaning trolleys, mopping floors, emptying rubbish and linen skips
- Dry/wet mopping of hard floors as needed - including the use of floor scrubbers.
- Cleaning rooms such as bathrooms, showers, utility rooms, storerooms, patient waiting areas, and offices
- Ensure hand-washing facilities are clean and well stocked.
- Cleaning the pan rooms including pan trolley, buckets, pans, bowls, suction bottles and tubing.
- Cleaning of Staff Stations, Patient/relative areas and offices within each department.
- Cleaning of pantries, microwaves and refrigerators
- Damp cloth dusting, including high and low dusting (including ceilings), vents (ceiling and walls), all window furnishings and blinds, furniture, fixtures and fittings, shelving ledges, light fittings and telephones etc.
- Checking and changing of curtains, privacy screens, curtain hooks and shower screens.
- Routine cleaning of all equipment including I.V. poles, pumps, trolleys
- Cleaning of patient transport equipment including wheelchairs and trolleys
- The cleaning and orderly maintenance of areas assigned for the storage of equipment, chemicals and stock.
- Collection of soiled linen bags and transport to Units waste disposal room and replacing clean linen bags as required.
- Collection of all waste, including general and infectious and recycling material following safe handling techniques.

Infectious Cleaning (Including VRE/COVID/Gastroenteritis)

- As per Infection Control Guidelines, utilising the appropriate precautions and wearing the appropriate Personal Protective Equipment (PPE)
 - Perform daily cleaning requirements for infectious patients,
 - Assist with infectious cleaning of imaging rooms between patients

Restocking

- Replenishing of consumables including but not restricted to hand towels, toilet paper and soap.
- Restock clean utility, pan rooms, waste disposal rooms, sterilise equipment and general utility rooms.
- Restock linen throughout the department,

Patient Services

Patient Transport & Movement

- Patient bed/trolley/wheelchair transfers to and from Radiology or Molecular Imaging from other wards and departments
- Patient transfers to the Mortuary with assistance of another staff member.
- Be able to perform all methods of patient transport including wheelchairs, trolleys, beds including the use of bed movement devices
- After completing the organisational Movesmart training and working in line with the No Lift Policy under the supervision of nurses, radiographers and technologists
 - Assist with lifting, turning and positioning of patients.
 - Assist with lifting and positioning of patient's to/from wheelchair/chair.
 - Assist with lifting and positioning of patient's onto/from trolley.
 - Assist with transferring patients to and from imaging tables to bed / trolley / wheelchair

General

- Collection of patient lunch boxes from the kitchen
- Disposal of unused lunch boxes not utilised from the previous day
- Maintenance of tea rooms as required
- Transport of unit based equipment including oxygen cylinders to/from departments as required
- Transport and collection of items that cannot be deployed in the vacuum transport system
 - Medications, specimens, paperwork to go to other departments
- Such other duties as directed by the nurse in charge, Radiographer or Technologist which are relevant to the role of a PSA.

Use of Technology

- PSAs need to use an Electronic Task Allocation System in Radiology and Molecular Imaging and Therapy which allocates the PSA team

- patient transport jobs
- non transport related activities (cleaning requests and requirements, specimen transport etc)
- Use of Electronic Rostering System to review roster
- Use of applications of the Microsoft Office 365 platform
 - Outlook (email)
 - Microsoft teams for daily communication

Perform duties in a professional manner:

- Ensure patient confidentiality at all times.
- Respond to emergencies in accordance with the specific roles and responsibilities outlined in the *Emergency Manual*.
- Perform duties in accordance with Austin Health policies and procedures.
- Maintain work schedules and complete tasks as outlined by the PSA Supervisor, NUM, ANUM and Modality Supervisors.

Maintain an environment free of hazards:

- Apply Universal Infection Control Principles as outlined in the Austin Health *Infection Control Manual* in the course of duties.
- Practices in accordance with the Organisational Radiation Management Plan to ensure safe radiation procedures are followed.
- Identify, report any faulty or unsafe equipment.
- Assist in maintaining a safe work environment by reporting any incidents of unsafe work practices, sites/areas or equipment using the Riskman incident reporting program.

Training and Development

- Utilise staff development opportunities as appropriate.
- Attends relevant In-service Education
- Actively seek feedback from staff regarding quality of his/her own practice.
- Complete annual compulsory eLearning competency modules which include:
 - Emergencies and Sustainability
 - Hand Hygiene
 - Prevention & Management of Aggression and Behaviours of concern
 - Radiation Safety
 - Movesmart
 - High Priority learning packages
 - Other as directed by PSA Supervisor

Working Together

- Provide clear and concise communication with Nursing staff, Radiographers, Technologists & colleagues in the process of performing duties.
- Provide clear and concise handover to incoming staff
- Respond promptly to calls for service, and/or negotiate a mutually convenient time for completion of tasks based on workload and urgency of requests
- Foster a high standard of service delivery based upon a collaborative approach

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Our actions show we care, We bring our best, Together we achieve and We shape the future
- Concise written and verbal skills
- Computer literate
- Commitment and responsibility to follow safe Radiation working practices to keep exposure to ionising radiation for self, other staff members and patients **As Low As Reasonably Achievable (ALARA principles)** by
 - Minimising exposure time to the radiation source
 - Maximising distance from the source
- Flexible attitude with an ability to work as a team member
- Highly developed interpersonal skills
- Physically fit
- Completed PSA Certificate – Certificate III in Health (Patient Services)

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. The following potential Occupation Health & Safety risks are associated with this position;

Physical risk: repetitive pushing of trolleys, beds and wheelchairs, sustained movements (vacuuming, mopping, high dusting)

Exposure risk: Hot/cold

Ergonomic risk: prolonged standing, constant posture change (twisting, stooping, reaching etc)

Psychological risk: noise, exposure to aggressive situations, exposure to clients suffering trauma, medical emergency or death

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

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	

People Management Role-Direct Reports

