

# Position Description

## Position Title: Patient Services Assistant Grade 2 - Emergency Services

|                           |                                                                                                                                                                                                                              |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Classification:           | Grade 2 (PS25)                                                                                                                                                                                                               |
| Business unit/department: | Emergency Services                                                                                                                                                                                                           |
| Work location:            | Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| Agreement:                | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025                                                                 |
|                           | Choose an item.                                                                                                                                                                                                              |
|                           | Choose an item.                                                                                                                                                                                                              |
| Employment type:          | Full-Time or Part-Time                                                                                                                                                                                                       |
| Hours per week:           | Up to 38 hours a week                                                                                                                                                                                                        |
| Reports to:               | PSA Supervisor for ED                                                                                                                                                                                                        |
| Direct reports:           | 0                                                                                                                                                                                                                            |
| Financial management:     | Budget: Nil                                                                                                                                                                                                                  |
| Date:                     | October 2025                                                                                                                                                                                                                 |

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

### Position purpose

Patient Services Assistants (PSA) play a vital role in the health care team. The role is required to carry out duties so to assist in the maintenance of a clean and safe unit environment for patients, visitors and staff as well as assisting nursing staff in the areas of patient transport. The role takes direction from the PSA Supervisor in conjunction with the priorities set by the Nurse Unit Manager or the nurse in charge on a shift. The PSA role has direct contact with patients and the public and as such it is a requirement that confidentiality, empathy and courtesy are always demonstrated. Staff will be required to work in all areas of Emergency and the Short Stay Unit as allocated by the PSA Supervisor on a rotational roster that covers services on a 24/7 basis, covering all public holidays.

## About the Directorate/Division/Department

Emergency Services at Austin Health consists of the Austin Emergency Department and Short Stay Unit. The Emergency Department services approximately 85,000 patients per year, about 20% of whom are paediatric patients. The inpatient admission rate is of the order of 33%. The Emergency Department aims to assess, manage, and admit patients from a broad range of specialties, within the targets set by the Department of Health. This service will be delivered in a timely, compassionate, and appropriate manner, enhanced through teaching, research and the development of new technologies and processes. The Short Stay Unit is a 28-bed unit which is co-located with, and staffed by, the Emergency Department nursing workforce. Patients admitted to Short Stay usually have a rapidly reversible condition which either requires a short period of treatment or observation, where the likelihood of safe discharge can occur in a 24 period. The Emergency Service is at the forefront of new and innovative models of Emergency care and is a contemporary leader in Emergency Medicine and Nursing education, research, and quality. There is a strong focus on nursing education and upskilling opportunities with both a post graduate course in critical care nursing and an Emergency Foundations program is offered each year. There is also a wide range of nursing and education support by the in-house education team which promotes clinical support and education on a shift to-shift basis. The Austin Emergency Services provides exceptional care observing best practice and is a leading Australian hospital in regard to nursing educational opportunities and career development and a collaborative team approach to providing the best care to its clients.

## Position responsibilities

### Perform duties in a professional manner:

- Always ensure patient confidentiality.
- 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 and ANUM.

### 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.
- Ensure floors are clean and dry.
- 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.

### Maintain a clean and tidy environment:

- Dry/wet mopping of hard floors each shift and as needed - including the use of floor scrubbers.
- Upon each patient discharge: Terminal Clean of the area; wash and make the beds, (all medical equipment should be removed by RN e.g. oxygen tubing, suction bottles, IV pumps, drips etc.).
- Cleaning of patient environment, such as high and low dusting (including ceilings), shelves, furniture, bed light, change rail curtain if required.
- Patient bathroom and toilet cleaning, maintenance and replenishment of consumables.
- Damp cloth dusting, including high and low dusting (including ceilings), vents (ceiling and walls), all window furnishings and blinds, patient bed, furniture, fixtures and fittings, televisions, shelving ledges, light fittings and telephones etc. Particular attention must be paid to the entire bed unit, including underneath the bed and curtain rails including inside the adjusting rails.
- Routine cleaning of all equipment including I.V. poles, pumps, wheelchairs and trolleys.
- The cleaning and orderly maintenance of areas assigned for the storage of equipment, chemicals and stock.
- Ensure patient recreational areas are clean.



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- Refer to local area task list for specific allocation of duties Infectious Cleans (Including VRE / COVID / Gastroenteritis Terminal Cleans Upon Discharge)
- For daily cleaning requirement for infectious patients' standard precautions are to be used and areas should be cleaned as per infection control guidelines.
- Upon discharge the PSA is to follow the correct Infection Control procedure in terms of terminal cleaning.
- Staff involved should wear long-sleeved gowns and the appropriate personal protective equipment such as gloves, goggles etc.
- All surfaces must be thoroughly cleaned, including fixtures and floors. Please refer to Infection Control Policy for a detailed description. Immediate Patient Environment
- Ensure the floor surfaces, benches and over bed tables are clean and dry and free of dust.
- Ensure hand-washing facilities are clean and well stocked.

### **Use of Technology:**

PSAs are required to use an Electronic Task Allocation System in the Emergency Department, which allocates to the PSA team:

- Patient transport jobs
- Non-transport related activities (cleaning requests and requirements, specimen delivery/collection etc.)

PSA's will also:

- Use an electronic rostering system to review roster
- Use applications in the Microsoft 365 platform
- Use Outlook 365 for email communication
- Use the Microsoft Teams application for daily communication

### **Patient Care Duties:**

- Distribute water jugs and refills as required by noting bed signs including fluid restrictions and dietary requirements.
- Assist patients to open any packaging on meal tray if required.
- Ensure patients meal trays are clean and clear for meal delivery and accessible to the patient as appropriate.

**After completing Move smart training in line with the No Lift Policy under the direct supervision of an RN, PSA staff will assist with the following:**

- 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.

### **Patient transport:**

- Patient wheelchair/bed/trolley transfers within the department and to other Units (e.g. Radiology, wards) Patient bed transfers to the Mortuary with assistance of another staff member.
- Transporting of Unit based equipment including oxygen cylinders to/from Units as required.
- Transport and collection of items that cannot be deployed in the vacuum transport system, e.g. urgent X-ray films, drugs or specimens.
- Escorting patients to and from given locations. If an IV or oxygen is present a nurse must also be present.

### **Maintain support service areas:**

- Routine cleaning of all equipment including IV poles, pumps, wheelchairs and trolleys
- Replenishing of consumables including but not restricted to hand towels, toilet paper and soap.
- Cleaning and restocking of pantries, microwaves and refrigerators



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- Clean and restock clean utility, pan rooms, waste disposal rooms, sterilize equipment and general utility rooms.
- Cleaning of Staff Stations, Patient/relative areas, Write Up Areas and offices within each department.
- 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.
- Clean internal glass and walls.
- Checking and changing of curtains, privacy screens, curtain hooks and shower screens.

#### **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 but not limited to:
  - Fire and Emergency Evacuation
  - Hand Hygiene
  - Bullying and Harassment
  - Aggression Management
  - Back safe ▪ Move smart classroom session
  - High Priority learning packages
  - Other as directed by PSA Supervisor

#### **Uniform Requirements:**

Employees are required to wear the designated uniform while on duty to maintain a professional appearance and ensure workplace safety and consistency. Polo shirts will be supplied by the employer at no cost to the employee. Employees are responsible for providing their own black pants and must wear non-slip, closed-toe shoes suitable for the work environment. Uniforms must be kept clean, presentable, and worn in accordance with company standards at all times. Employees are responsible for the care and maintenance of all uniform items and may be required to replace any that become excessively worn or damaged.

#### **Working Together:**

- Provide clear and concise communication with Nursing staff & 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

### **Selection criteria**

#### **Essential skills and experience:**

- 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
- 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)



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**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.

**Desirable but not essential:**

- Prior experience in a health care environment
- Prior experience in an Emergency Services environment

**Professional qualifications and registration requirements**

- Certificate III in Health Services Assistance (HLT33115)

**Quality, safety and risk – all roles**

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

**Other conditions – all roles**

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.



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- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

## General information

### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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