

Position Description

General Manager - Patient Support Services	
Classification:	HS6 with over-award payment
Business unit/department:	Chief Nursing Directorate - Patient Services Assistant (PSA)
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" 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
Employment type:	Full-Time
Hours per week:	38
Reports to:	Director of Nursing - Austin
Date:	March 2026

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

The General Manager - Patient Support Services is recognised as the leader of Patient Support Services at Austin Health. The Manager provides strategic and operational leadership for the Patient Support Assistant (PSA) workforce to ensure high-quality, safe, timely and patient-centred support services across Austin Health. The role is accountable for delivering efficient patient flow support, cleaning, transport and ward support functions in alignment with organisational standards, infection prevention requirements and regulatory obligations.

The General Manager - Patient Support Services drives workforce capability, service improvement and operational excellence while actively modelling and fostering the core organisational values for the PSA team. The General Manager also works collaboratively with nursing and operational leaders and support services to explore challenges and develop solutions that enhance productivity and ensure PSA staff are coordinated and supported to deliver safe and timely patient-centred services.

About the Directorate

The Chief Nursing Officer (CNO) directorate provides professional, clinical and strategic leadership to ensure the delivery of safe, high-quality person-centered nursing care across the organisation. The Directorate sets and governs the professional standards of nursing practice, workforce capability and clinical governance that support excellent patient outcomes and staff experience.

The CNO Directorate leads nursing workforce planning, education and professional development, credentialing and scope of practice, ensuring alignment with legislative, regulatory and accreditation requirements. It partners closely with clinical services, executive leadership and multidisciplinary teams to support service delivery, innovation and continuous improvement.

Patient Service Assistant (PSA) leadership is a team within the CNO directorate. PSAs form one of the largest staffing groups and provide services across all areas of Austin Health. PSAs work as part of a ward/department-based team, providing a range of services, such as patient movements, cleaning and other ward/department services. The PSA leadership team consists of PSA Supervisors and the PSA Audit Coordinator.

Position responsibilities

Leadership & management:

- Provides effective coordination and support to the PSA leadership team, ensuring clear expectations, open communication, and a positive workplace culture.
- Collaborates with key stakeholders to enhance models of care supporting the organisation to achieve key priorities including enhancing patient flow,
- Liaises and develops positive relationships with key stakeholders to support the PSAs as integral multidisciplinary team members.
- Oversees recruitment, onboarding, and ongoing development of PSA leaders, ensuring all team members receive appropriate training and support.
- Monitors and manages workforce metrics, including leave, training completion, and skill development, to ensure the PSA leadership team is equipped to meet operational and quality objectives.
- Fosters accountability and high standards of performance, supporting PSA leaders to model organisational values and drive continuous improvement in service delivery.
- Collaborate with Nurse Unit Managers, Infection Prevention, facilities and patient flow and access teams to optimise service delivery.

Operational:

- Ensures compliance with rostering, leave, and EBA requirements, and proactively addresses workforce issues such as attendance, conduct, and conflict resolution in collaboration with relevant partners.
- Works with PSA leaders to foster a flexible and responsive workforce, ensuring proactive planning, prioritisation, and allocation of PSA staff to meet operational requirements and to support patient care and service continuity.
- Develops and implements Standard Operational Procedures to optimise service quality, efficiency, cost-effectiveness and resource allocation.
- Acts as a key point of interface between Operations and PSA services, particularly supporting organisational flow management and improvement.
- Responds promptly to service requests and communicates regularly with key stakeholders to ensure seamless coordination across departments and sites.
- Escalates risks promptly and contributes to risk mitigation strategies.
- Represents the PSA workforce in internal committees and forums.



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- Leads quality improvement processes to meet the requirements of the NSQHS Standard 3, Preventing and Controlling Health Care Associated Infections.

Strategy & Finance:

- Works with manager and Finance Business Partner during annual budget setting processes to develop a detailed understanding of their budget build and how it aligns to their annual plan.
- Monitors the impact of operational activities on financial performance, noting underlying reasons for variances to budget for their cost centre(s), and working with manager and Finance Business Partner to develop, implement and monitor effective strategies to correct variances.
- Works with Finance Business Partner and Operations to analyse workforce, throughput and financial data and performance metrics, and uses insights to inform recruitment and resource management strategies.
- Proactively identifies and seeks approval for initiatives to prioritise resources and drive efficiency.

Information technology and management:

- Leverages information systems and technologies to optimise PSA performance.
- Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained.
- Abides by the Organisation's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department.
- Ensures patient information is accurate and only released in line with the Health Records Act requirements.

Selection criteria

Essential skills and experience:

- Demonstrated experience in providing high-level managerial and administrative leadership, with strong organisational and time management skills in a fast-paced environment.
- Proven experience in team leadership in a health care setting, with a track record of building and organising teams to optimise operational efficiency and collective performance.
- Proactive and innovative mindset and strong problem-solving skills, with the ability to remain resilient in ambiguity, embrace change, and drive continuous improvement.
- Excellent interpersonal communication skills, with the ability to build effective working relationships across a range of stakeholders.
- Proven ability to work both independently and collaboratively with a team to support operational objectives.
- Strong analytical skills to interpret data and make strategic decisions.
- Excellent written and verbal communication skills.
- Demonstrated experience in successful financial and budget management.
- Commitment to supporting the functions and service delivery goals of Austin Health.
- Sound understanding of the role of PSAs, in a large health service. including NSQHS – Preventing and Controlling Health Care Associated Infection Standards
- An understanding of the healthcare sector.

Desirable but not essential:



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- Experience in providing operational leadership within health services, including of patient support services.

Professional qualifications and registration requirements

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience.
- Knowledge of Safe Work practices and WH&S policies.

Desirable but not essential:

- Post graduate qualification in management or equivalent



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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.
- 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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