Position Description

ICU Patient Services Assistant

Classification:	Patient Services Assistant Level 2 (PS25)
Business unit/department:	ICU
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
	Choose an item.
	Choose an item.
Employment type:	Part-Time
Hours per week:	30 (Friday, Saturday and Sunday nights)
Reports to:	ICU PSA Supervisor
Direct reports:	0
Financial management:	Budget: Nil
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The ICU Patient Services Assistant (PSA) plays a vital role in supporting the delivery of high-quality patient care by assisting clinical staff with non-clinical tasks. This includes maintaining a clean and safe environment, transporting patients and equipment, managing supplies, and providing compassionate support to patients and their families. The PSA contributes to the smooth operation of the ICU by ensuring essential services are delivered efficiently and respectfully, in alignment with hospital policies and patient care standards.

About the Directorate/Division/Department

The Intensive Care Unit provides multidisciplinary care to a wide variety of critically ill patients, in a highly technological environment, with an emphasis on the care of family and friends during a stressful time in their lives.

The ICU is a state-of-the-art facility, comprising 29 beds, providing care for over 2000 ICU, 2200 outreach and 500 liaison patients per year. Our specialties include spinal trauma, liver transplantation, cardiac surgery, neurological interventional surgery, orthopedic, thoracic and general surgery and medicine; in addition to a range of acute medical patients. The ICU provides the hospital's Medical Emergency response team, providing the MET service to the Austin Hospital as well as undertaking significant local, national and international research projects. ICU also provides a hospital wide supportive service to ward based patients through the Critical Care Outreach Team. The ICU fosters a strong teaching and research culture with our nursing and medical staff receiving recognition both nationally and internationally. We are proud of our strong multidisciplinary ICU team that values team work and collaboration and always puts the patient at the centre of everything we do.

Position responsibilities

Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Maintain confidentiality relating to patients and employees; do not make public statements about Austin Health without prior authority.
- Participate in emergency incident response activities as required.
- Perform a wide range of tasks that may vary between wards and departments.

Food Services

- Serving of patient beverages
- Changing of water jugs
- Maintenance of pantry areas
- Cleaning of nourishment bars

Cleaning

- Waste collection
- Cleaning rooms such as bathrooms, showers, utility rooms and offices
- Vacuuming carpets
- Dusting (damp and dry)
- Interior window cleaning
- Cleaning patient lockers, overbed and bedside tables
- 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 (beyond immediate rinsing after use)
- Cleaning of IV poles and patient transport equipment
- Removal of soiled linen and infectious waste

Patient Movement

- Assist nursing staff with patient movement and handling (e.g., positioning for X-rays/procedures, pressure area care, linen changes)
- Assist with mobilising patients from bed to chair and use of lifting equipment
- Transportation of patients including attached equipment according to protocol
- Transport of deceased patients

General

- Perform duties as assigned under emergency response procedures
- Completion of cleaning checklists
- Restocking of imprest supplies and stock distribution
- Restocking of bedside trolleys
- Delivery or reception of urgent messages
- Directing ward visitors to the nurse in charge
- Answer telephones and relay messages when the area is unattended

• Other duties as directed by the nurse in charge (including over the 2-way radio)

Selection criteria

Essential skills and experience:

• Communication skills
• Can work in a busy and high-pressure environment
• Time management
• Work as a team

Desirable but not essential:
• Experience within the hospital field

Professional qualifications and registration requirements

• HSA Cert III

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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.