

Position Description

Patient Services Assistant

Classification:	PSA PS21
Business unit/department:	Surgery, Anaesthesia and Procedural Medicine Directorate (SAPM)
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (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 or Part-Time
Hours per week:	As per contract.
Reports to:	PSA Manager SAPM
Direct reports:	Leading Hand
Financial management:	Budget: N/A
Date:	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 are essential members of the healthcare team, responsible for maintaining a clean and safe environment for patients, visitors, and staff. They also support nursing staff with patient transport and other operational tasks. PSAs work under the direction of the PSA Manager, with guidance from the PSA Team Leader, Nurse Unit Manager, or nurse in charge during each shift.

This role involves direct interaction with patients and the public, requiring a high standard of confidentiality, empathy, and courtesy at all times.

Work Areas & Roster

PSAs are rostered across all relevant clinical areas including Recovery, Endoscopy, Operating Theatres, The Surgery Centre, SAEC and 9 West. Staff are allocated on a rotational basis to ensure coverage of services 24/7, including public holidays.

About the Directorate/Division/Department

Division of Surgery, Anaesthesia and Procedural Medicine

Austin Health's SAPM Division is the largest of the Operational Divisions. The following Divisional specialties and services are provided within many wards and departments of Austin Health including theatres, specialist clinics and surgical wards at Austin Heidelberg and the Repatriation Campus. Departments within the Division of SAPM include:

- Theatre Operations
- Theatre Support
- Anaesthetics
- Surgical Access
- Cardiology
- Catheter Laboratory and Cardiac Diagnostics
- Cardiac Surgery
- Thoracic Surgery
- Plastic & Reconstructive Surgery
- Oral & Maxillofacial Surgery
- Thoracic Surgery
- Orthopaedics & OAHKS
- Colorectal Surgery
- Upper GI Surgery/Endocrine
- ENT Surgery
- Gastroenterology/Endoscopy
- Ophthalmology
- Urology
- Gynaecological surgery
- Breast Surgery and Surgical Oncology
- Hepatobiliary Transplant
- Renal Transplant Surgery
- Liver & Intestinal Transplant

Position responsibilities

Role Specific

Perform duties in a professional manner:

- Ensure patient confidentiality at all times.
- Respond to emergencies as per the Emergency Manual (e.g., Code Blue).
- Follow Austin Health policies and procedures.
- Maintain work schedules and complete tasks as directed by the PSA Supervisor, NUM, and ANUM.

Maintain an environment free of hazards:

- Apply Universal Infection Control Principles as per Austin Health guidelines.
- Ensure floors are clean and dry.
- Identify and report faulty or unsafe equipment.
- Report unsafe practices, areas, or equipment using the RiskMan incident reporting system.

Maintain a clean and tidy environment:

- Dry/wet mop hard floors each shift and as needed, including use of floor scrubbers.
- Perform terminal cleans upon patient discharge; wash and make beds (R.N. to remove medical equipment).



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- Clean patient environments including high/low dusting, shelves, furniture, bed lights, and curtain rails.
- Clean patient bathrooms and toilets; replenish consumables.
- Dust surfaces including vents, blinds, fixtures, fittings, and under beds.
- Clean equipment such as IV poles, pumps, wheelchairs, and trolleys.
- Maintain orderly storage of equipment, chemicals, and stock.
- Ensure patient recreational areas are clean.
- Refer to local area task list for specific duties.

Infectious Clean (e.g., VRE / Gastroenteritis Terminal Cleans):

- Use standard precautions for daily cleaning of infectious patient areas.
- Follow correct Infection Control procedures for terminal cleaning upon discharge.
- Wear appropriate PPE (e.g., long sleeve gowns, gloves, goggles).
- Thoroughly clean all surfaces including fixtures and floors as per Infection Control Policy.

Immediate Patient Environment

- Ensure floor surfaces, benches, and over-bed tables are clean, dry, and dust-free.
- Ensure hand-washing stations are clean and well stocked.

Patient Care Duties

- Distribute and refill water jugs, noting fluid restrictions and dietary needs.
- Assist patients with opening meal packaging if required.
- Ensure meal trays are clean, clear, and accessible to patients.

Following Movesmart training and under R.N. supervision:

- Assist with lifting, turning, and positioning of patients.
- Assist with transfers to/from wheelchairs, chairs, and trolleys.
- Transport patients via bed/trolley to other units or mortuary (with another staff member).
- Transport unit-based equipment (e.g., oxygen cylinders).
- Collect and deliver items not suitable for vacuum transport (e.g., urgent X-rays, drugs, specimens).
- Escort patients to/from locations (nurse must be present if IV or oxygen is in use).

Maintain Support Service Areas

- Clean equipment including IV poles, pumps, wheelchairs, and trolleys.
- Replenish consumables (e.g., hand towels, toilet paper, soap).
- Clean and restock pantries, microwaves, and refrigerators.
- Clean and restock utility rooms, pan rooms, waste disposal rooms, and sterilise equipment.
- Clean staff stations, patient/relative areas, write-up areas, and offices.
- Collect and replace soiled linen bags; transport to waste disposal room.
- Collect and dispose of general, infectious, and recyclable waste safely.
- Clean internal glass and walls.
- Check and change curtains, privacy screens, hooks, and shower screens.

Training and Development

- Participate in staff development opportunities.
- Attend relevant in-service education sessions.
- Seek feedback on quality of practice.
- Complete annual compulsory eLearning modules:
 - Fire and Emergency Evacuation
 - Hand Hygiene
 - Bullying and Harassment
 - Aggression Management
 - Move-smart Training



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- High Priority learning packages
- Other modules as directed by PSA Supervisor

Working Together

- Communicate clearly with nursing staff and colleagues.
- Provide concise handover to incoming staff.
- Respond promptly to service calls or negotiate timing based on workload and urgency.
- Foster collaborative service delivery and high standards of care.

All Employees

- Comply with Austin Health policies and procedures (available via The Pulse).
- Report incidents or near misses and participate in risk prevention.
- Adhere to the Austin Health Code of Conduct.

Immunisation

- Maintain appropriate immunisation levels in line with Austin Health's Workforce Immunisation/Screening Policies to protect staff, patients, and visitors.

Selection criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- 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 Services Assistance (**Preferred not essential**)

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.

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.



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- 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.

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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