

Position Description

Patient Services Assistant

Classification:	PSA Level 2
Business unit/department:	Nursing Workforce Unit
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 2025-2027
Employment type:	Casual
Hours per week:	As per Contract
Reports to:	ADON, Nursing Workforce Unit
Direct reports:	0
Financial management:	Budget: 0
Date:	January 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

Perform the duties of this position efficiently to the standards of the department, including participating in Austin Health performance appraisal program.

Patient Service Assistants as part of a Ward/Unit/Department based team will assist in the delivery of patient care services through the competent provision of defined services.

About the Nursing Workforce Unit

The Nursing Workforce Unit is responsible for timely recruitment and deployment of the supplementary workforce into department vacancies across Austin Health.

As a Patient Services Assistant, you will be required to submit your availabilities to work shifts within our centralised electronic staffing platform on a regular basis and may be offered work across all inpatient and outpatient departments in all 3 campuses.

Position responsibilities

Role Specific:

The role of the PSA involves the performance of a wide range of tasks, which include those set out below. Due to the different service needs of wards and departments the range and types of tasks may vary from area to area.

Food Services

- Serving of patient meals and beverages in accordance with dietary restrictions
- Changing of water jugs
- Collection of meal trays
- Maintenance of pantry areas
- Cleaning of nourishment bars

Cleaning

- Routine and periodical cleaning tasks include but are not limited to:
- Waste collection
- Cleaning rooms such as bathrooms, showers, utility rooms and offices
- Vacuuming carpets
- Dusting, both damp and dry
- Interior window cleaning
- Cleaning patient lockers, over bed and bedside tables and the like
- 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 (other than actual rinsing after use, which remains the responsibility of nursing staff)
- Cleaning of IV poles.
- Cleaning of patient transport and conduct equipment safety checks
- Removal of soiled linen and infectious waste

Patient Movement

- Under the supervision of nursing staff, assist with patient movement and handling in accordance with the “movesmart” system
- Transportation of patients according to the relevant protocol
- Transport of deceased patients

General

- Perform duties as assigned under emergency response procedures
- Attend to patient flowers
- Restocking of imprest supplies and stock distribution
- Delivery or reception of urgent messages
- Directing ward visitors to the nurse in charge
- Answering of telephones and relaying telephone messages when an area is unattended
- Such other duties as are directed by the nurse in charge of the shift and which are relevant to the role of a PSA.

General Procedural Information

- In line with the patient care objective, PSA staff are encouraged to adopt a team approach and assist each other in the performance of daily tasks.



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- To ensure the highest standard of service, PSA staff will actively participate in training programs.
- Safety is the responsibility of all staff and safety hazards are to be reported to the appropriate staff. PSA staff should also ensure that their work practises do not place people at risk.
- No private information, whether it be medical condition or otherwise, is to be divulged to the patient or any other person. Medical records and other documents remain confidential.
- PSA's should observe manual handling and infection control regulations in regard to all tasks.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values
- PSA Certificate – Certificate III in Health (Patient Services)
- Willing to work in a hospital environment with sick people
- Flexible attitude
- Willingness to carry out all PSA duties and tasks and work in a team
- Ability to use initiative and to prioritise tasks and problem solve
- Physically capable of undertaking the full range of PSA duties
- Basic verbal and written English skills

Desirable but not essential:

A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department

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).



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- 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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