

# Austin Health

## Position Description



**Position Title: Patient Services Assistant**

Classification:	<b>PSA PS25</b>
Business Unit/ Department:	Surgery , Anaesthesia and Procedural Medicine Directorate
Agreement:	HEALTH AND ALLIED SERVICES,MANAGER AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR )( SINGLE INTEREST EMPLOYERS ) INTERPRISE AGREEMENT 2021-2025
	Full-Time or Part-Time
Reports to:	PSA Manager for SAPM and PSA
Direct Reports:	
Financial management:	Budget:
Date:	2025

## About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is to change healthcare for the better through world class research, education and exceptional patient care.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. [www.austin.org.au/about-us](http://www.austin.org.au/about-us)

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

## Position Purpose

Patient Services Assistants (PSA) plays 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 Manager in conjunction with the priorities set by the PSA team leader, Nurse Unit Manager or the nurse in charge on a shift. The PSA role has direct contact with patients and the general public and as such it is a requirement that confidentiality, empathy and courtesy are demonstrated at all times.

Staff will be required to work in all areas of Recovery, Endoscopy, Operating Theatres, The Surgery Centre, 9 East and West as allocated by the PSA Manager on a rotational roster that covers services on a 24/7 basis, covering all public holidays.

## Division of SAPM

### 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
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- Hepatobiliary Transplant

- Renal Transplant Surgery
- Liver & Intestinal Transplant

## Purpose and Accountabilities

### Role Specific:

#### Perform duties in a professional manner:

- Ensure patient confidentiality at all times.
- Respond to emergencies in accordance with the specific roles and responsibilities outlined in the *Emergency Manual* ( Code Blue )
- 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 R.N. 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.
  - Refer to local area task list for specific allocation of duties.

#### Infectious Clean (Including VRE / 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 sleeve 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.

### **Patient Care Duties**

- Distribute water jugs and refill as required 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 Movesmart training in line with the No Lift Policy under the direct assistance of a R.N. 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 bed/trolley transfers to other Units
    - 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
- Clean and restock clean utility, pan rooms, waste disposal rooms, sterilise 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:
  - Fire and Emergency Evacuation
  - Hand Hygiene
  - Bullying and Harassment
  - Aggression Management
  - Back safe
  - Movesmart classroom session
  - High Priority learning packages
  - other as directed by PSA Supervisor

### **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:

### **All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

### **Immunisation**

Maintain appropriate levels of immunisation in accordance with Austin Health's Workforce Immunisation/Screening Policies, in the interests of yourself, all Austin Health 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 (Patient Services)

### **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

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

### Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website: <http://www.austin.org.au/careers/Aboriginalemployment/>

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	

## People Management Role-Direct Reports

