

# Austin Health Position Description



## Position Title: Patient Services Assistant

|                            |   |
|----------------------------|---|
| Classification:            | PS25  |
| Business Unit/ Department: | Ambulatory Cancer Services (Day Oncology)   |
| Work location:             | Austin Health <input checked="" type="checkbox"/> Heidelberg Repatriation <input type="checkbox"/><br>Royal Talbot <input 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:           | Part-Time   |
| Hours per week:            | 8hrs Tuesdays 0630hrs-1500hrs   |
| Reports to:                | Nurse Unit Manager  |
| Direct Reports:            | 0   |
| Financial management:      | Budget:0  |
| Date:                      | November 2024   |

## About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## 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 Ambulatory Cancer Services

The Day Oncology unit of 21 treatment chairs, 2 beds and 4 Day Oncology at Home Cars, and 4 chair Apheresis unit and a number of clinic rooms. Ambulatory Cancer Services is a Monday to Friday ambulatory cancer service. We are a dynamic team of nurses, doctors, allied health, clerical and patient service assistants and work together to achieve the best outcomes for our patients and their families,

## Purpose and Accountabilities

### 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:

- 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, overbed 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 “no lift” 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.
- 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.

#### **All Employees:**

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

## **Selection Criteria**

#### **Essential Knowledge and skills:**

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- PSA Certificate – Certificate III in Health (Patient Services)
- Completion of ATLAS learning package "Cytotoxic Safety for non-clinical staff"
- 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
- 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.

## 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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

## Document Review Agreement

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