

# Position Description

## Patient Services Assistant

|                                  |                                                                                                                                                                                                                              |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>           | PSA Grade 2                                                                                                                                                                                                                  |
| <b>Business unit/department:</b> | Ward 6 West                                                                                                                                                                                                                  |
| <b>Work location:</b>            | Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/><br>Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify) |
| <b>Agreement:</b>                | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025                                                                 |
|                                  | Choose an item.                                                                                                                                                                                                              |
|                                  | Choose an item.                                                                                                                                                                                                              |
| <b>Employment type:</b>          | Part-Time                                                                                                                                                                                                                    |
| <b>Hours per week:</b>           | Monday; Tuesday Wednesday and Thursdays 0630-1500 8hr shifts<br>Monday: 1230-2100hr shift 8hr                                                                                                                                |
| <b>Reports to:</b>               | Nurse Unit Manager                                                                                                                                                                                                           |
| <b>Direct reports:</b>           | 0                                                                                                                                                                                                                            |
| <b>Financial management:</b>     | Budget: 0                                                                                                                                                                                                                    |
| <b>Date:</b>                     | September 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

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 Directorate/Division/Department

6 West is a 32-bed acute surgical inpatient facility incorporating a 4-bed high dependency unit specializing in the care of acutely ill and post-operative Neurosurgery patients. The ward cares for patients undergoing all aspects of Vascular surgery, ENT surgery and Neurosurgery. Being a surgical ward, it encompasses a fast paced, acute and dynamic working environment with a high turn over of patient admissions and discharges and bed moves.

## 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:** Provision of tea and coffee to patients

### 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
- Unpacking and 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 expected to adopt a team approach and assist each other in the performance of daily tasks for the benefit of the patients.
- 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.



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### 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

### People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

## 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)
- 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 and IT skills

The role requires PSA staff to have the patient at the centre of all duties

### 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.



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- 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 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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