Position Description

Patient Services Assistant – Level 1

Classification:	Patient Services Assistant (PS21)
Business unit/department:	Division of Medical & Cancer Services – Nephrology Department. Home Therapies Dialysis Education and Support Centre (HTC)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest enterprise Agreement 2025- 2028
Employment type:	Part-Time
Hours per week:	16
Reports to:	Nurse Unit Manager – HTC
Direct reports:	Nil
Financial management:	Budget: N/A
Date:	October 2026

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 Department/Division/Directorate

Home Therapies Dialysis Education and Support Centre (HTC) is part of the Austin Health Department of Nephrology, which is within the Division of Medical and Cancer Services. The Department of Nephrology is a level 4 Hub provider of Renal Services. It offers all aspects of care in Renal Medicine, such as transplantation, Peritoneal Dialysis, Facility and Home Haemodialysis, and General Nephrology.

Austin Health's Nephrology service comprises of four metropolitan dialysis units and four regional affiliated satellites with provision of consultation and outreach services.

HTC is a 5-chair facility located on the Ground Floor of Centaur Building at the Heidelberg Repatriation campus. It is specifically equipped to provide comprehensive training and resources for patients transitioning to home-based renal replacement therapies. Dialysis training and support for patients is

provided Monday-Friday 0800-1730. A 24-hour on-call service is provided for patients already established on home therapies.

HTC provides support and training for regional affiliate dialysis units. We also facilitate Medibank and Bupa Private Home haemodialysis and the Bolton Clarke Peritoneal Dialysis Alliance programs. HTC is responsible for training and skills maintenance for Bolton Clarke staff in order to provide Peritoneal Dialysis therapy to some of our patients in the community.

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
- 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
- Restocking of Haemodialysis & Peritoneal Dialysis supplies

- Assist patients with dialysis stock management
- 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.

Selection criteria

Essential Knowledge and Skills:

- 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.

Professional qualifications and registration requirements

- PSA Certificate – Certificate III in Health (Patient Services)

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).
- 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.