

Position Description

Patient Services Assistant

Classification:	Level 2 (PS25)
Business unit/department:	Surgery , Anaesthesia and Procedural Medicine Directorate
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 2021-2025
Employment type:	Full-Time or Part-Time
Hours per week:	As per contract
Reports to:	PSA Manager for SAPM and PSA Team Leader
Direct reports:	Nil
Financial management:	Nil
Date:	September 2025

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, 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

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.

About the Division of Surgery, Anaesthesia and Procedural Medicine (SAPM)

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
- Orthopaedics & OAHKS
- Colorectal Surgery
- Upper GI Surgery/Endocrine
- ENT Surgery
- Gastroenterology/Endoscopy
- Ophthalmology
- Urology
- Gynaecological Surgery
- Breast Surgery and Surgical Oncology
- Hepatobiliary Transplant
- Renal Transplant Surgery
- Liver & Intestinal Transplant

Position responsibilities

Perform duties in a professional manner

- Ensure patient confidentiality at all times
- Respond to emergencies according to the specific roles and responsibilities in the Emergency Manual (Code Blue)
- Perform duties in line 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
- Ensure floors are clean and dry
- Identify and report any faulty or unsafe equipment
- Assist in maintaining a safe work environment by reporting unsafe work practices, sites/areas, or equipment using the Riskman incident reporting program

Maintain a clean and tidy environment

- Dry/wet mop hard floors each shift and as needed, including the use of floor scrubbers
- Upon each patient discharge: perform Terminal Clean of the area, wash and make the beds (all medical equipment to be removed by R.N., e.g. oxygen tubing, suction bottles, IV pumps, drips)



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- Clean patient environment: high and low dusting (including ceilings), shelves, furniture, bed light, and change rail curtains if required
- Clean patient bathroom and toilet, maintain and replenish consumables
- Damp cloth dusting, including high and low dusting (ceilings, vents, window furnishings, blinds), patient bed, furniture, fixtures and fittings, televisions, shelving ledges, light fittings, and telephones
- Pay particular attention to the entire bed unit, including underneath the bed and curtain rails, inside the adjusting rails
- Routine cleaning of all equipment, including I.V. poles, pumps, wheelchairs, and trolleys
- Clean and maintain 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 trays 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 an R.N., PSA staff will assist with the following:
 - Assist with lifting, turning, and positioning of patients
 - Assist with lifting and positioning of patients to/from wheelchair/chair
 - Assist with lifting and positioning of patients 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 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 consumables including, but not limited 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



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- 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, replacing clean linen bags as required
- Collection of all waste, including general, 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
- Attend 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

Selection criteria

Essential skills and experience:

- 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)



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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.

Professional qualifications and registration requirements

- Completed 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



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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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