Position Description

Patient Services Assistant G2

Classification:	Patient Services Assistant Level 2 (PS25)
Business unit/department:	Ambulatory Care Centre and Transit Lounge
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Fixed-Term Part-Time
Hours per week:	**February 1st 2027 to May 23rd 2027: 26 hours p/w** - Monday 1200-1830 hrs - Thursday 1200-1830 hrs - Friday 1200-1830 hrs - Saturday 0800-1630 hrs **May 24th 2027 to June 20th 2027: 27 hours p/w** - Monday 0600-1430 - Tuesday 1100-1730hrs - Wednesday 1100-1730hrs - Friday 1100-1830hrs **June 21st 2027 to July 18th 2027: 32 hours p/w** - Tuesday 0600-1430 - Wednesday 0600-1430 - Thursday 0600-1430 - Friday 0600-1430
Reports to:	Nurse Unit Manager
Direct reports:	Nil
Financial management:	nil
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri 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. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and

leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

The Patient Services Assistant (PSA) plays a vital role in supporting the Ambulatory Care Centre and Transit Lounge by contributing to safe, efficient, and patient-focused care. Working under the direction of nursing staff, the PSA ensures a clean, welcoming environment and assists with patient movement, food services, and general support tasks that enhance patient flow and comfort.

About the Ambualtory Care Centre and Transit Lounge

The Ambulatory Care Centre is a custom-built day treatment centre, which cares for patients requiring inpatient treatment but who do not require an acute inpatient bed or overnight stay.
The Ambulatory Care Centre is a new approach towards caring for acute and chronic medical patients. Complimenting existing inpatient and outpatient services, the Centre has been established to provide an innovative and flexible patient centered model of care for medical patients requiring acute management, intervention and prevention. The Ambulatory Care Centre provides care to patients under a number of specialties, including Gastroenterology, Neurology, Haematology, Medical, LTU, ID, Renal & Clinical Trials.
The treatment area has room for 29 patients with 19 treatment chairs and 10 trolleys. ACC also has two procedure rooms, 1 isolation room and 3 consultation rooms.

Transit lounge is open Monday – Friday 0800-1830 and Saturday and Sunday 0800-1630hrs (excluding public holidays unless business requirements determine the need to). Transit Lounge can accommodate 12 patients at a time, with 10 chairs and 2 beds available. Transit Lounge is staffed by three nurses and a ward clerk.

Transit Lounge plays an essential role in assisting with patient flow by allowing acute beds to be vacated in a timely manner. Patients waiting to be discharged have a comfortable and safe environment in which to wait. Patients may also wait in Transit Lounge for admission to a ward from the Emergency or Outpatient departments, or present to Transit Lounge as a direct admission.

Patients can receive nursing care whilst in transit lounge, including observations, IVAB's, infusions and IVC removal. Patients can also be reviewed by the multidisciplinary team while awaiting discharge or transfer to a sub-acute bed.

Position responsibilities

Role Specific:

1. Food Services:
- Serving of sandwiches and beverages as required in accordance with dietary restrictions
- Maintenance of pantry areas
- Cleaning of tea trolley
- Cleaning and restocking the kitchen area in the Austin Lodge

2. Routine and periodical cleaning tasks include:
- Preparing Austin Lodge rooms for incoming guests
- Waste collection
- Cleaning rooms such as bedrooms, bathrooms, showers, utility rooms and offices
- Vacuuming carpets

- Dusting, both damp and dry
- Interior window cleaning
- Cleaning clients bedside tables and the like
- Mopping floors
- Making beds and changing linen as required.
- Cleaning the pan rooms, buckets, pans, bowls,
- Cleaning of commodes, wheelchairs and recliners and trolleys.
- Cleaning of patient transport and conduct equipment safety checks
- Removal of soiled linen and infectious waste
- Cleaning of Nurse's Station, Reception Desk and Nurse Unit Manager's Office

3. Patient Movement

- Under the supervision of nursing staff, assist with patient movement and handling in accordance with the "Move smart" system
- Transportation of patients according to the relevant protocol
- Transport of deceased patients

4. General

- Perform duties as assigned under emergency response procedures
- Restocking of imprest supplies and stock distribution
- Delivery or reception of messages, pathology, pharmaceuticals, blood products and other requested items
- Directing ward visitors to the nurse in charge
- The nurse in charge of the shift directs such other duties as and which are relevant to the role of a PSA.
- Ensure maintenance and storage of equipment in a safe and secure manner.

5. General Procedural Information

- In line with the patient care objective, PSA staff is 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 practices 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.
- Ensure a high level of work quality, develop, implement and monitor quality improvement activities within the department/ward, in accordance with Austin Health Policies as varied from time to time.
- Ensure safe work practices and environment in accordance with Austin Health Policies as varied from time to time.

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

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- PSA Certificate –current
- Victorian Driver's license – current with no traffic offences.
- Previous experience in the Ambulatory Care Centre and Transit Lounge
- 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 & problem solve
- Physically capable of undertaking the full range of PSA duties
- Basic verbal and written English skills
- Well-developed interpersonal skills
- Basic computer skills – Outlook etc. or willingness to learn.

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

Required: Certificate III in Health Assistant

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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.