Position Description

Patient Service Assistant (PSA)

Classification:	Patient Services Assistant Level 1 – 2 (PS21-PS25)
Business unit/department:	Ward 7 East – General Medicine
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment type:	Part-Time
Hours per week:	37 (0.97 FTE) • Monday & Friday shift (12:30pm- 9pm) • Tuesday, Wednesday & Thursday shift (2pm – 9:30pm)
Reports to:	7E NUM
Direct reports:	Nil
Financial management:	Nil
Date:	October 2026

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

Patient Service Assistants are part of a ward-based team and assist in delivering patient care services, such as delivering food & beverages, transporting patients, and maintaining the cleanliness of the ward environment.

About Ward 7 East

This position is located on Ward 7 East is a very busy 32-bed Acute General Medical ward belonging to the Medical and Cancer Service Division. We treat patients with a variety of different medical conditions including patients with mental health issues. We specialise in caring for the elderly and cognitively diverse behaviours. We strive to prevent/manage patients in a delirium which reduces falls risk for our patients.

7 East has a new General Medical structure which consists of six medical units supported by the Elizabeth Austin Registrar. 7E is the home base for General Medical units 3A and 3B. The ward also treats patients admitted under H&M/Clinical Pharmacology/Toxicology and Mental Health.

7 East Mission Statement:

7 East is committed to providing the highest level of Quality Care for all Patients through Compassion, Respect, and Outstanding Leadership in the field of Specialist Medical Nursing.

Position responsibilities

Role Specific:

1. Ensure confidentiality by undertaking not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes, and dealings including making public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.

2. 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.

3. Food Services

- Serving of patient beverages
- Changing of water jugs
- Maintenance of pantry areas
- Cleaning of nourishment bars

4. Cleaning

Routine and periodical cleaning tasks include:

- Cleaning of high touch points (x2-4 times a shift)
- Waste collection
- Cleaning rooms such as bathrooms, showers, utility rooms, and offices
- Vacuuming carpets
- Dusting, both damp and dry & high cleaning
- Interior window cleaning
- Cleaning patient lockers, over bed and bedside tables
- Mopping 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
- Cleaning of staff fridge in main tearoom (x1 month)

5. Patient Movement

- Under the supervision of nursing staff, assist with patient movement and handling in accordance with the “no lift” Move Smart processes.
- Transportation of patients according to the relevant protocol
- Transport of deceased patients

6. General

- Perform duties as assigned under emergency response procedures.

- Attend to patient flowers.
- Restocking of impress supplies and stock distribution
- Delivery of urgent messages
- Directing ward visitors to the nurse in charge
- Other duties as are directed by the nurse in charge of the shift and which are relevant to the role of a PSA.

7. General Procedural Information

- In line with the patient care objective, PSA's 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 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.

Selection criteria

Essential skills and experience:

- PSA Certificate – **Certificate III in Health Services Assistance (HLT33115) or (HLT32507)**
- Willing to work in a hospital environment with sick people
- Willing to work with COVID patients in PPE.
- Need to be willing to have a Respiratory Fit Test of a N95 mask.
- 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.
- Will be required to work public holidays.

Desirable but not essential:

- Basic IT literacy to read emails & complete e-learning packages.

Professional qualifications and registration requirements

- PSA Certificate – **Certificate III in Health Services Assistance (HLT33115) or (HLT32507)**

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.