

Position Description

Patient Services Assistant

Classification:	Patient Services Assistant – Level 2
Business unit/department:	Secure Extended Care Unit, Mental Health Division
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Employment type:	Part-Time
Hours per week:	28.5 hours/week
Reports to:	Nurse Unit Manager
Direct reports:	N/A
Financial management:	Budget: Nil
Date:	23/09/2025

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

The Patient Services Assistant, Grade 2 is accountable to the Unit Manager of Secure Extended Care Unit and will work collaboratively with the broader Mental Health staff within the Unit and the Patient Services supervisors of Austin Health.

As a Patient Services Assistant you will be required to ensure that the levels of cleanliness, hygiene and food handling meet and maintain the required accredited standards for hospital based services. You will be rostered to work across 7 days of the week.

About the Directorate/Division/Department

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community.

All mental health services work within a clinical framework that promotes recovery oriented practice and supported decision making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Ward description:

The Secure Extended Care Unit (SECU) is a regional service, which provides a rehabilitation and recovery service to individuals with treatment resistant illnesses who also need the support of a secure environment. The Unit has 25 beds and services the Northern, North East, North West and Inner East.

Position responsibilities

Role Specific:

1. Food Services

- Serving of patient meals and beverages
- Monitoring and restocking of food imprest supplies
- Collection of meal trays
- Maintenance of kitchen/pantry area
- Cleaning/maintaining/stocking patient beverage bays

2. Cleaning

Routine and periodical cleaning tasks include:

- Waste collection
- Staff/clinical areas
- Cleaning rooms such as bathrooms, showers, utility rooms and offices
- Vacuuming carpets
- Dusting, both damp and dry
- Interior window cleaning
- Cleaning patient bedside tables and the like
- Mopping floors
- Disinfecting beds and discharge cleaning
- Cleaning/changing bed
- Cleaning the pan room
- Conduct equipment safety checks
- Removal of soiled linen and infectious waste

3. General

- Restocking of imprest supplies and stock distribution
- Delivery or reception of urgent messages
- Directing ward visitors to the nurse in charge



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- Such other duties as are directed by the nurse in charge of the shift and which are relevant to the role of a PSA.

4. 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 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.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet
- 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, Professional qualifications and registration requirements

Essential skills and experience:

- **Mandatory:** PSA Certificate – Certificate III in Health (Patient Services)
- Willing to work in a hospital environment with unwell people
- Flexible attitude to work requirements and routine depending upon the need of the unit
- 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:

- Previous experience within a similar health care setting

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.



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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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