

# Position Description

## Patient Services Assistant

<b>Classification:</b>	Patient Services Assistant
<b>Business unit/department:</b>	Nursing Services
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest enterprise Agreement 2021- 2025
<b>Employment type:</b>	Fixed-Term Part-Time
<b>Hours per week:</b>	As negotiated
<b>Reports to:</b>	PSA Audit Coordinator
<b>Direct reports:</b>	Nil
<b>Financial management:</b>	Budget: N/A
<b>Date:</b>	June 2025

### Position purpose

This position will support the transportation of patients on discharge from the ward to the car park while there are changed traffic conditions due to major construction works on the Austin Health site. This role will ensure safe and timely patient discharge. The PSA supervisor on each shift will supervise and delegate tasks as required.

### About the Department/Division/Directorate

Nursing Services are responsible for providing the nursing and PSA supplementary workforce according to the organisation's needs. The PSA team are essential for safe and timely patient transport and providing environmental services.

The PSA Audit Coordinator works in collaboration with Nursing Services to provide patient services and cleaning. The PSA Coordinator ensures patient transport, and the associated tasks of this role are of the standard expected at Austin Health.

### Position responsibilities

The role of the PSA involves the performance of a wide range of tasks, which include those set out



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future

below.

## **Cleaning:**

Routine and periodical cleaning tasks include but are not limited to:

- Waste collection
- Cleaning of wheelchairs and seats (other than actual rinsing after use, which remains the responsibility of the nursing staff)
- Cleaning of patient transport and conduct equipment safety checks
- Removal of soiled linen and infectious waste

## **Patient Movement:**

- Under supervision of nursing staff, assist with patient movement and handling in accordance with the “Movesmart” System
- Transportation of patients according to the relevant protocol

## **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 regarding a medical condition or otherwise, is to be divulged to the patient or to any other person. Medical records and other documents remain confidential.
- PSAs should observe manual handling and infection control regulations regarding all tasks

## **Selection criteria**

### **Essential Knowledge and Skills:**

- A commitment to Austin Health values
- 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**

- No formal qualifications required
- Open to working towards a Cert III Health Services Assistant

## **Quality, safety and risk – all roles**

All Austin Health employees are required to:



**Our actions  
show we care**



**We bring  
our best**



**Together  
we achieve**



**We shape  
the future**

- 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.



Our actions  
show we care



We bring  
our best



Together  
we achieve



We shape  
the future