

Austin Health Position Description



Position Title: ICU Patient Services Assistant

Classification:	Patient Services Assistant Level 2
Business Unit/ Department:	Intensive Care Unit
Work location:	Austin Health
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Permanent Full-time/ Permanent Part-time
Hours per week:	Up to 38 hours per week Rotating shift work
Reports to:	ICU PSA Supervisor
Direct Reports:	0
Financial management:	Budget:0
Date:	12/11/2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognized leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviors of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognize that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About The Intensive Care Unit

The Intensive Care Unit (ICU) is a 35-bed unit with 30 funded ICU beds which opened in June 2005. The Unit is an amalgamation of the old ICU and the Cardiac Surgery Recovery and is an impressive upgrade in equipment and facilities for staff and patients. The unit is known for providing treatment to a broad range of patients, including liver transplants, spinal injured patients, neurosurgical, thoracic, cardiac surgery, general medical and liver failure. It provides care for more than 2000 patients per year. There are approximately 200 nursing staff, 35 medical staff and 7 admin staff working in the Unit.

Purpose and Accountabilities

Patient Services Assistants (PSA) play 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 Supervisor with the priorities set by the Nurse Unit Manager or the nurse in charge on a shift. The PSA role has direct contact with patients and the public, so it is a requirement that confidentiality, empathy and courtesy are always demonstrated. Staff will be required to work in all areas of The Intensive Care Unit as allocated by the PSA Supervisor on a rotational roster that covers services on a 24/7 basis, covering all public holidays.

Role Specific:

1. Generic

- Abide by Austin Health corporate policies and practices as varied from time to time.
- Undertake not to reveal to any person or entity any confidential information relating to patients and employees, policies, processes, and dealings and not to make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Participate in the emergency incident response activities, as defined within the Emergency Response Manual, as and when required, at the direction of management.
- The PSA's role involves performing a wide range of tasks, including 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.

2. Food Services

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

3. Cleaning Routine and periodical cleaning tasks include:

- Waste collection • Cleaning rooms such as bathrooms, showers, utility rooms and offices

- Vacuuming carpets
- Dusting, both damp and dry
- Interior window cleaning
- Cleaning patient lockers, overbed and bedside tables and the like
- Mopping and buffing 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 equipment
- Removal of soiled linen and infectious waste

4. Patient Movement

- Assist nursing staff with patient movement and handling. Manual handling tasks in ICU include positioning for X-rays and procedure, pressure area care, linen changes, mobilizing from bed to chair and assisting with use of lifting equipment
- Transportation of patients including attached equipment according to the relevant protocol
- Transport of deceased patients

5. General

- Perform duties as assigned under emergency response procedures
- Completion of cleaning checklists
- Restocking of imprest supplies and stock distribution
- Restocking of bedside trolleys
- Delivery or reception of urgent messages
- Directing ward visitors to the nurse in charge
- Answering of telephones and relaying telephone messages when an area is unattended
- Such other duties as are directed by the nurse in charge of the shift and which are relevant to the role of a PSA.

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principles of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and

actively contribute to organizational quality and safety initiatives.

- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

Selection Criteria

Essential Knowledge and skills:

- 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
- Use initiative and to prioritize tasks and problem solve
- Physically capable of undertaking the full range of PSA duties
- Basic verbal and written English skills
- Up to date COVID Vaccinations

Desirable but not essential:

- PSA Certificate - Certificate III in Health (Patient Services)

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disabilities and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at

Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Manager Signature	
Employee Signature	
Date	

