

Position Description

Position Title: Patient Services Assistant Grade 2

Classification:	Grade 2 PSA
Business unit/department:	Radiology & Molecular Imaging and Therapy
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Part-Time
Hours per week:	32
Reports to:	PSA Supervisor
Direct reports:	Nil
Financial management:	Budget:
Date:	26/11/2025

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

Patient Services Assistants (PSA) plays a vital role in the health care team in Radiology and Molecular Imaging and Therapy.

The responsibilities of the Radiology & Molecular Imaging and Therapy PSA are varied, with the PSA team expected to

- Assist in the delivery of safe, timely and quality patient services.
- To assist in the maintenance of a clean and safe environment for patients, staff and visitors
- Assist with transport of patients and
- Assist the radiographers, technologists and nurses with patient care
- General PSA duties

Both Radiology and Molecular Imaging and Therapy use a radiation source for the imaging of patients which helps with their diagnosis and treatment. It is important for staff working across both

departments to follow Organisational and Legislative requirements related to Safe Radiation Practices.

The role takes direction from the PSA Supervisor in conjunction with the priorities set by the Nurse Unit Manager, with daily operational requirements for the PSA team organised & directed by the modality supervisors and ANUMs.

Staff will be required to work in all areas of Radiology and Molecular Imaging and Therapy across both the Austin and Repat Campuses as allocated by the PSA Supervisor. It is a requirement that all staff participate in a rotation roster that covers services 7 days a week between the hours of 0630-2300hrs, including all public holidays.

About the Directorate/Division/Department

The Imaging services comprising of Radiology and Molecular Imaging and have multiple sites across Austin Health. Austin Radiology provides imaging services across all three campuses whilst Molecular Imaging is located at the Austin Hospital

Radiology at the Austin campus provides services to acute inpatients, Emergency department patients, outpatients and patients undergoing interventional radiology procedures.

Radiology at the Repatriation campus is the major outpatient facility and provides General Radiography, CT, Ultrasound, Fluoroscopy, minor intervention and Mammography Services

The Molecular Imaging and Therapy service similarly provides a wide range of services to both inpatients and outpatients at the Austin campus, with the growing delivery of therapies being performed at the Austin site.

Both departments require a true multi-disciplinary approach to ensure that state of the art care is provided to the community. There are approximately 20 Patient Service Assistants (PSAs) employed across both departments and they form an integral part of these teams. They are essential in the efficient work flow of each department. PSAs in each area performs both patient transport and patient support services (Cleaning, Equipment Stocking, Specimen Transport etc.

Position responsibilities

Role Specific:

Patient transport and Maintain a clean and tidy environment

Cleaning

- Performance of routine daily cleaning tasks in accordance with the Radiology or Molecular Imaging and Therapy Cleaning Requirements and Standards
- Refer to local area task list for specific allocation of duties
- Assist with the cleaning and changing over of imaging rooms and equipment between patients as directed by Radiographers, Nurses and Technologists
- Duties include but are not limited to transferring patient, cleaning imaging



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- tables, cleaning trolleys, mopping floors, emptying rubbish and linen skips
- Dry/wet mopping of hard floors as needed - including the use of floor scrubbers.
- Cleaning rooms such as bathrooms, showers, utility rooms, storerooms, patient waiting areas, and offices
- Ensure hand-washing facilities are clean and well stocked.
- Cleaning the pan rooms including pan trolley, buckets, pans, bowls, suction bottles and tubing.
- Cleaning of Staff Stations, Patient/relative areas and offices within each department.
- Cleaning of pantries, microwaves and refrigerators
- Damp cloth dusting, including high and low dusting (including ceilings), vents (ceiling and walls), all window furnishings and blinds, furniture, fixtures and fittings, shelving ledges, light fittings and telephones etc.
- Checking and changing of curtains, privacy screens, curtain hooks and shower screens.
- Routine cleaning of all equipment including I.V. poles, pumps, trolleys
- Cleaning of patient transport equipment including wheelchairs and trolleys
- The cleaning and orderly maintenance of areas assigned for the storage of equipment, chemicals and stock.
- Collection of soiled linen bags and transport to Units waste disposal room and replacing clean linen bags as required.
- Collection of all waste, including general and infectious and recycling material following safe handling techniques.

Infectious Cleaning (Including VRE/COVID/Gastroenteritis)

- As per Infection Control Guidelines, utilising the appropriate precautions and wearing the appropriate Personal Protective Equipment (PPE)
- Perform daily cleaning requirements for infectious patients,
- Assist with infectious cleaning of imaging rooms between patients

Patient Services

Patient Transport & Movement

- Patient bed/trolley/wheelchair transfers to and from Radiology or Molecular
- Imaging from other wards and departments
- Patient transfers to the Mortuary with assistance of another staff member.
- Be able to perform all methods of patient transport including wheelchairs, trolleys, beds including the use of bed movement devices
- After completing the organisational Movesmart training and working in line with the No Lift Policy under the supervision of nurses, radiographers and technologists
- Assist with lifting, turning and positioning of patients.
- Assist with lifting and positioning of patient's to/from wheelchair/chair.
- Assist with lifting and positioning of patient's onto/from trolley.
- Assist with transferring patients to and from imaging tables to bed / trolley/ wheelchair

General

- Collection of patient lunch boxes from the kitchen
- Disposal of unused lunch boxes not utilised from the previous day
- Maintenance of tea rooms as required
- Transport of unit based equipment including oxygen cylinders to/from departments as required
- Transport and collection of items that cannot be deployed in the vacuum



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- transport system
- Medications, specimens, paperwork to go to other departments
- Such other duties as directed by the nurse in charge, Radiographer or Technologist
- which are relevant to the role of a PSA.

Use of Technology

- PSAs need to use an Electronic Task Allocation System in Radiology and Molecular Imaging and Therapy which allocates the PSA team
- patient transport jobs
- non transport related activities (cleaning requests and requirements, specimen transport etc)
- Use of Electronic Rostering System to review roster
- Use of applications of the Microsoft Office 365 platform
- Outlook (email)
- Microsoft teams for daily communication

Perform duties in a professional manner:

- Ensure patient confidentiality at all times.
- Respond to emergencies in accordance with the specific roles and responsibilities outlined in the Emergency Manual.
- Perform duties in accordance with Austin Health policies and procedures.
- Maintain work schedules and complete tasks as outlined by the PSA Supervisor, NUM, ANUM and Modality Supervisors.

Maintain an environment free of hazards:

- Apply Universal Infection Control Principles as outlined in the Austin Health Infection Control Manual in the course of duties.
- Practices in accordance with the Organisational Radiation Management Plan to ensure safe radiation procedures are followed.
- Identify, report any faulty or unsafe equipment.
- Assist in maintaining a safe work environment by reporting any incidents of unsafe work practices, sites/areas or equipment using the Risk man incident reporting program.

Training and Development

- Utilise staff development opportunities as appropriate.
- Attends relevant In-service Education
- Actively seek feedback from staff regarding quality of his/her own practice.
- Complete annual compulsory eLearning competency modules which include:
 - Emergencies and Sustainability
 - Hand Hygiene
 - Prevention & Management of Aggression and Behaviours of concern
 - Radiation Safety
 - Move smart



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- High Priority learning packages
- Other as directed by PSA Supervisor

Working Together

- Provide clear and concise communication with Nursing staff, Radiographers,
- Technologists & colleagues in the process of performing duties.
- Provide clear and concise handover to incoming staff
- Respond promptly to calls for service, and/or negotiate a mutually convenient time for completion of tasks based on workload and urgency of requests
- Foster a high standard of service delivery based upon a collaborative approach

Selection criteria

Essential skills and experience:

- Completed PSA Certificate – Certificate III in Health (Patient Services)
- Concise written and verbal skills
- Computer literate
- flexible attitude with an ability to work as a team member
- Highly developed interpersonal skills
- Physically fit

Commitment and responsibility to follow safe Radiation working practices to keep exposure to ionising radiation for self, other staff members and patients as Low As Reasonably Achievable (ALARA principles) by

- Minimising exposure time to the radiation source
- Maximising distance from the source

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 organizational 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.*



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- 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.



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