

Position Description

Patient Service Assistant

Classification:	Patient Services Assistant level 2
Business unit/department:	Infant Child and Youth Mental Health Service (ICYMHS) Mental Health Division (MHD) Austin YPARC
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024 Choose an item. Choose an item.
Employment type:	Full-Time
Hours per week:	38
Reports to:	Program Manager – ICYMHS Residential Services
Direct reports:	Nil
Financial management:	Nil
Date:	October 2025

Position purpose

The PSA will contribute to the overall performance and smooth operation of YPARC, ensuring consistency with Austin Health Mission and Values.

The PSA is responsible for:

- Providing friendly, courteous and professional support to all patients, visitors and colleagues.
- Maintaining a clean ward environment, ensuring that cleaning standards are always adhered to.
- Providing safe transportation of patients and equipment within the Hospital
- Upholding patient confidentiality
- Preparing and serving food for the residents
- Providing laundry services for the residents
- Other duties as required.

The Patient Services Assistant (PSA) plays an important role in assisting the multi-disciplinary team with patient care, and is responsible for ensuring that the highest standards of cleanliness and hygiene are maintained throughout all areas of the YPARC facility, particularly the rooms and communal area .

The PSA also assists with patient transfers, equipment transfers and similar courier duties.

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.

In 2016, the Victorian Government introduced the Safewards model throughout all public mental health services. It is designed to create a safe and supportive environment; to improve therapeutic relationships and increase the potential for collaboration between staff and consumers. Austin Health is committed to the Safewards model through ongoing education and resourcing. All mental health clinicians are expected to have a sound understanding of the model and its application in clinical practice

The position offered sits within the Infant, Child and Youth Mental Health Service (ICYMHS) directorate and is located at The Youth Prevention and Recovery Centre (YPARC) on the Repatriation site of Austin Health

Austin YPARC is a new service to Austin ICYMHS and will provide a safe and inclusive residential mental health service for young people (16-25 years) who are “stepping down” from inpatient mental health care or “stepping up” from community to prevent a deterioration in mental health. Austin YPARC offers a safe, therapeutic environment where young people can consolidate their community transition and implement their recovery treatment plans with intensive, person-centred support.

The YPARC’s model of care has been drawn from the Victorian State Government Statewide Framework for YPARC’s and has been developed in local working groups. YPARC will provide high-quality 24-hour mental health care in a youth friendly and ‘home-like’ setting.

Austin YPARC is in strong collaboration and partnership with MIND and will be run conjointly with staff from both organisations. Austin YPARC will provide thorough clinical, psychosocial and peer support through individual support and group programs. YPARC will assist young people to establish links to primary health and community-based supports that enable individuals to build resilience and capacity to self-manage factors that contribute to mental illness.

Position responsibilities

The PSA will contribute to the overall performance and smooth operation of YPARC, ensuring consistency with Austin Health Mission and Values.

Cleaning

- Ensure all wards and patient areas are maintained in a clean and hygienic state in accordance with the Work Schedules and prescribed standards.
- Clean bathrooms toilets and showers and laundry area
- Clean furniture, fittings, fixtures and equipment.



**Our actions
show we care**



**We bring
our best**



**Together
we achieve**



**We shape
the future**

- Cleaning will include but is not limited to:
 - floor mopping/scrubbing,
 - vacuuming,
 - high dusting,
 - damp wiping
 - spot cleaning of all surfaces.
- Assist with bed making, discharge room cleans and unscheduled cleans as requested by multi-disciplinary staff
- Cleaning must occur in accordance with the hospital and infection prevention standards, and must be completed in line with Austin Health policies and procedures
- Ensure waste is managed through collection and storage in designated collection points within the work area, ready for disposal.
- Ensure adequate supplies of paper towel, toilet paper, hand wash, and other sundry items are maintained

Linen

- Ensure adequate linen is available and is stored neatly in designated linen cupboards or trolleys.
- Ensure soiled linen is placed into linen skips and taken to the designated Dirty Utility area for collection.
- Attend to the general laundry in YPARC wash, dry and return to the linen cupboard
- Ensure wards are stocked, stock is put away neatly, and stock rooms are always maintained and kept clean

Food Service

- Assist with food preparation and meal service with residents
- Accurately record Food and Domestic Services related client information and report abnormalities.
- Actively participate in Food and Domestic Services audits, or other related activities as appropriate.

Transport

- Transportation of patients to and from other wards and departments as required
- Transportation of equipment, pathology, medication, linen and other couriered items

A professional manner is always maintained when interacting with residents, visitors and colleagues. Carry out duties as per the relevant duty routine

Selection criteria

Professional qualifications and registration requirements

- Certificate III in Patient Services
- Food Handling Certificate/Food Safety Certificate
- Working with Children Check



Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future

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

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