



POSITION DESCRIPTION

Position Title:	Patient Services Assistant
Award Classification:	PS25
Award / Agreement Name:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2021-2025
Position Reports to:	Manager – Support Services

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

Our promise

Healthier together



1. POSITION PURPOSE

This position requires that the Patient Services Assistant performs a variety of duties, to assist and support nursing staff with the efficient and smooth management of the ward/department, including but not limited to:

- Assist with beverage and/or meal distribution to patients as required
- Transport patients between wards and departments and assist patients on discharge
- Transport equipment between wards and departments
- Collection and distribution of patient related materials, including pharmaceutical products, therapy equipment, medical records, specimens and specimen collection containers and other items as required
- Ad hoc cleaning services – including but not limited to cleaning of spills, infectious cleaning and cleaning of patient room on discharge
- Attendance to Code Grey/Black if a rostered member of the PSA Code Grey Team or as requested
- Relocation to other wards/departments to meet peak workloads when/if required
- Other duties as required

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Food Service

- Assist with ensuring patient meals align to bed signage and dietary requirements
- Provide extra drinks and food as required
- Seek clarification with regard to patient dietary requirements as necessary
- Assist patients with opening containers and packaging as appropriate
- Collect ice
- Collect and distribute water jugs, glasses and beakers daily
- Patient Support Staff are not to assist in feeding patients

Transport

- Assist nurses to move/transport patients as required within the hospital and in accordance with patient care requirements
- Use available equipment to transport patients in an efficient manner, according to indicated priorities and following hospital protocols concerning privacy, comfort and safety. Patients are to be assisted when required on
 - Transfers to wards
 - Discharge
 - Cardiology, EEG, Medical Imaging, Theatre and other internal appointments. Internal transport only
- Determine in consultation with nursing staff, the appropriate form of transport appropriate to patient needs and special requirements, including consulting with nursing on escort requirements
- Transport equipment in/out of ward as required
- Check oxygen supplies and change oxygen cylinders when level falls below one quarter full; replace from the main store when required or as directed by nursing staff
- Remove linen bags to designated collection point at least once per shift and more frequently if required
- Collect and deliver patient medical records and undertake other errands as required
- Undertake mortuary duties as necessary, including closure of screens and doors, transport of deceased patient, preparation for viewing in mortuary quiet room if required

Cleaning

All cleaning tasks must be carried out in accordance with the following standards;

- Department of Human Services Cleaning Standards for Victorian Health Facilities
- Eastern Health Infection Control Policies and Procedures

Cleaning responsibilities include but are not limited to (these are to be undertaken as required or where directed);

- Making and washing of beds, replacing linen
- Washing of lockers, tables, chairs and meal tables
- Assist with the provision of fresh linen at point of use
- Change bed screens when soiled and in accordance with roster
- Clean transport trolleys and chairs once per week or as required
- Ensure oxygen tubing and linen is maintained on each trolley
- Clean and re-stock the dirty utility room and clean store room
- Defrost and clean patient fridges and staff fridges
- Conduct and record temperature checks of patient fridges twice daily as required
- Clean equipment in the ward including but not limited to lmed pumps, IV poles, wheelchairs, commode chair and trolleys
- Clean instruments and recycle packaging prior to being sent to CSSD for sterilisation
- Undertake ad hoc cleaning duties and infectious cleaning as required
- Check sharps containers on a daily basis and change when full
- Check and replace gloves and other consumables
- Ensure ward/clinical area is clean and tidy at all times including clean and re-stock pantry, clean cupboards, drawers, shelving, bench tops, microwaves and desks in the ward, empty waste bins and confidential waste bins
- Support Eastern Health's commitment to recycling through the correct segregation of waste
- Assist with the disposal of contaminated and infectious waste and linen

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ___/___/___

Manager

INCUMBENT STATEMENT	
I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.	
Signed: _____	Date: ___/___/___ ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Patient Services Assistant
Award Classification:	PS25
Award / Agreement Name:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2011-2015

Position Reports to:	Manager – Support Services
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Essential

- Certificate III in Health Services Assistance
- Able to understand spoken and written English and to effectively communicate with others verbally and in writing
- Able to prioritise workload and work under pressure
- Able to take direction and comply with Eastern Health and departmental policies and procedures
- Able to recognise when a situation/problem requires consultation or escalation with Nurse Unit Manager and/or PSA supervisor/Manager Support Services
- Able to perform duties in a reliable, observant and courteous manner
- Demonstrated ability to work within a multidisciplinary team in a constructive and consultative manner
- Demonstrated understanding of customer service provision for internal and external customers
- Demonstrated commitment to quality improvement
- Flexible and proactive when dealing with problems

Desirable

- Demonstrated understanding and/or experience in the Healthcare Industry

Aboriginal & Torres Strait Islander Candidates

Eastern Health’s Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health’s Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au