

POSITION DESCRIPTION

Position Title:	Patient Services Assistant
Business Unit/Department:	Environmental Services
Division:	Health Support Services
Award/Agreement:	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) (Single Interest Employers) Enterprise Agreement
Classification:	Patient Services Assistant (PSA): Level 1 to Level 2 (PS21 to PS25)
Reports To:	Environmental Services Manager
Direct Reports:	N/A
Date Prepared/Updated:	1 March 2026

Position Purpose
<p>The Patient Services Assistant (PSA) is responsible for ensuring a high standard of cleanliness and hygiene is maintained throughout all areas of the ward/department, especially in-patient areas. The PSA will further assist with patient/equipment transfers and other courier duties. The PSA is an integral member of the hospital team, contributing to Occupational Health and Safety (OHS) and Infection Control.</p> <p>PSAs acting as a member of the Emergency Response Team will be expected to help maintain a safe working environment by assisting in conflict situations in a mature and confident manner.</p>
Business Unit Overview
<p>To achieve a high standard of cleaning services that exceeds the Victorian Hospital Cleaning Standards minimum standard. To ensure all customers (patients/visitors and staff) receive a high level of service satisfaction that can be provided within the allocated resources available. To ensure staff are adequately skilled and appropriately trained to deliver services in a safe and effective manner.</p>
Key Responsibilities
<ul style="list-style-type: none"> • Ensure all ward and patient care areas are maintained in a clean and hygienic state in accordance with the specified work schedules and cleaning systems. Cleaning includes but is not limited to floor care, high dusting, damp wiping, spot cleaning (including, walls, doors, internal glass, bathrooms & toilets, vents). • Ensure cleaning activities are undertaken in accordance with hospital standards, infection control guidelines and Western Health policy and procedure. • Ensure adequate linen supply is available and all soiled linen/bed curtains are removed to collection area. • Collect and segregate where required all types of waste from rooms within the work area. Store waste in designated collection points within the work area or remove to the disposal area in accordance with

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waste disposal guidelines

- Transport patients to and from other wards/departments on beds, trolleys, or wheelchairs as appropriate. If monitored, check with the treating nurse or nurse in charge as to whether an escort is required.
- Follow cleaning procedures for COVID and CPO infectious cleans cleaning.
- Under the direction of nursing employees, assist with lifting and positioning of patients.
- Serve patient meals as required.
- Ensure a professional manner to all employees, patients, and their visitors by being courteous and helpful.
- Actively seek feedback from ward staff regarding quality of your practice.
- Provide clear and concise communication with employees in the process of performing duties.
- Respond promptly to calls for service and/or negotiate a mutually convenient time for completion of tasks based on workload and urgency of requests.
- Maintain a high profile throughout the department.
- Ensure attendance at ward/departmental meetings as required.
- Maintain up-to-date knowledge of policies and procedures related to environmental services.
- Maintain support service areas (clean and dirty utility areas, medication room, storage facilities, sterile stock rooms, nourishment stations and clerical areas), ensuring they are appropriately stocked, clean, tidy and hygienic and all equipment is stored safely.
- Ensure adequate supplies of toilet/cleaning requisites are available within the areas serviced.
- Perform urgent courier services as required in a timely manner and under the overall direction of the Nurse in Charge, in accordance with Western Health policies and procedures.
- Assist with collection and delivery of articles on behalf of the ward including but not limited to blood, specimens, prescriptions, late meals and X-Rays.
- Ensure that all patient transport equipment i.e., beds, trolleys and wheelchairs are properly set up and secured and reset on return to Ward/Department.
- Transfer oxygen cylinders in support of ward to/from collection area and exchange as directed by nursing employees.
- Undertake other duties as directed by the Unit Manager or person in charge.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organizational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Environmental Services Manager
- Environmental Services Co-Ordinator
- Nurse Unit Managers
- DON's
- Ward Healthcare Team

External:

- Patients and families
- Visitors

Selection Criteria

- Certificate 3 in Health Services Assistance
- Service-orientated
- Able to read and write English
- Attention to method and application to detail
- Ability to work in a team whilst being self- directed
- Diligent
- Neat personal presentation and hygiene
- Positive proactive attitude
- Experiencing in cleaning, preferable in a health care environment

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Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment.
- Obtain a Working with Children Check prior to employment (if requested).
- Obtain an Immunization Health Clearance prior to employment.
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorized disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

General Information

- Redeployment to other services or sites within Western Health may be required.
- Employment terms and conditions are provided according to relevant award/agreement.
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organization promotes diversity and awareness in the workplace.
- Western Health is committed to Gender Equity.
- Western Health provides support to all personnel experiencing family and domestic violence.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.
- Western Health is a smoke free environment.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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