

POSITION DESCRIPTION

Position Title:	Team Leader - Patient Services Assistants
Business Unit/Department:	Environmental Services (ESD)
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	PSA Level 2 (PS25)
Reports To:	ESD Co-Ordinator
Direct Reports:	Patient Services Assistant (PSA) and Cleaning staff
Date Prepared/Updated:	2 September 2024

Position Purpose

PSA Team leader is responsible for ensuring a high standard of cleanliness, hygiene and service delivery is maintained throughout all areas of the Hospital, especially in patient areas.

The PSA Team leader is an integral member of the hospital team, contributing to OHS and Infection Control, and is expected to help maintain a safe working environment at all times

Business Unit Overview

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.

Key Responsibilities

- Oversight and coordination of all required activities within the Environmental Services (PSA and Cleaning) team within the Hospital.
- Leading by example.
- Deciding how to approach tasks and developing a plan to accomplish them.
- Distribution of information to team members and stakeholders.
- Keeping track of team members, documents and structuring various tasks.
- Determining the goals that team members will work toward during shift.
- Being familiar with and holding to account the work schedule requirements of each ESD staff member within the Hospital.
- Ensure, so far as reasonably practicable, all PSA and ESD staff are provided a safe working environment free from risk of harm.
- 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

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care, high dusting, damp wiping, spot cleaning (including, walls, doors, internal glass, bathrooms & toilets, vents).

- Monitor and maintain compliance with the Cleaning Standards for Victorian Health Facilities 2011 within the Hospital.
- Ensure adequate linen supply is available and all soiled linen / bed curtains are removed to collection area
- Ensure collection and segregation where required of 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 waste disposal and sustainability guidelines
- Transport patients to and from other wards/departments on beds, trolleys or wheelchairs as appropriate. If monitored, check with treating nurse or nurse in charge as to whether an escort is required
- Conducting audits in line with Australian Cleaning Standards and ensuring rectification reports are completed in a timely manner.
- Under the direction of nursing employees, assist with re-positioning of patients.
- Oversee the delivery of patient meals as required.
- Act as a member of the Emergency Response Team when rostered:
 - Respond to Emergency Codes in line with the Western Health Emergency Procedures Manual
 - Respond promptly to incidents which may jeopardise the safety of staff, patients and families within Hospital
 - Carry and use communication equipment and maintain emergency response equipment and facilities as specified in the Western Health Emergency Procedures Manual
- Ensure a professional manner to all employees, patients and their visitors by being courteous and helpful
- Contribute to an open and collaborative working environment where a cycle of giving and receiving feedback is in place through regular meetings and interaction with all PSA/ ESD staff within the Hospital.
- Lead orientation of new employees.
- 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 performance targets and accreditation standards are met.
- Attendance at departmental meetings, daily huddles etc.... as required.
- Maintain up-to-date knowledge of policies and procedures as related to environmental services
- Oversee 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
- Oversee adequate supplies of toilet/cleaning requisites are available within the areas serviced
- Ensure urgent courier services are provided as required in a timely manner and under the overall direction of the Nurse in Charge, in accordance with Western Health policies and procedures
- Ensure that all patient transport equipment i.e. beds, trolleys and wheelchairs are properly set up, secured and reset on return to Ward/Department
- Escalate staff non-attendance/ leave to ESD Manager in a timely manner.
- Undertake other duties as directed by the Divisional Director or ESD Manager.

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

Key Working Relationships

Internal:

- Environmental Services Manager
- Environmental Services Co-Ordinator
- Environmental Services Supervisor
- Nurse Unit Managers
- Medical Staff
- Access/ Bed Manager
- Infection Prevention staff

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External: • Patients and families • Visitors • Ambulance Victoria
Selection Criteria
Essential: • Certificate 3 in Health Services Assistance. • Minimum 12 months experience in a PSA or equivalent role. • A proven customer service approach in dealing with staff, patients and visitors. • Strong personal work ethic, initiative and service orientation. • Courteous and professional manner. • Demonstrated ability to make sound decisions under pressure in support of organisational and departmental policy and procedures. • Demonstrated skills in communicating effectively with people. • Willingness to work under the direction of clinical staff and Management. • Ability to lead a team in a multidisciplinary environment. • Ability to work in a self-directed manner and prioritise workload. • Basic literacy and numeracy skills. • Basic competency in computer literacy and the ability to use the Outlook and Word programs. Desirable: • A reasonable level of physical fitness • Leadership experience in a similar role in a health care environment
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 Immunisation 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 unauthorised 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 • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information • 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 organisation promotes diversity and awareness in the workplace

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- 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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