

POSITION DESCRIPTION

Position Title:	Patient Services Assistant (Traineeship)
Business Unit/Department:	Workforce Team
Division:	Health Support Services
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Reports To:	Environmental Coordinator
Direct Reports:	Workforce Team

Position Purpose

The Patient Services Assistant Trainee (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 and equipment transfers and other duties.

The PSA trainee is an integral member of the hospital team, contributing to OHS and Infection Control. 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.

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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Maintain a pleasant and clean patient care area, or equivalent in other service areas:

- Maintain Ward areas in a clean state in accordance with the specified work schedules and cleaning systems. Cleaning to include but not limited to floor care, high dusting, damp wiping, spot cleaning (including, walls, doors, internal glass, bathrooms & toilets, vents).
- Ensure floors, bedside lockers and over bed tables are clean and dry.
- Ensure adequate linen supply available.
- Remove soiled linen to collection area.
- Replace patient bed curtains when soiled or requested by Nurse I/C.
- Maintain patients' flowers.
- Replenish water jugs.

- Thoroughly clean bed areas and remake beds post patient discharge.
- Ensure patient bathrooms and toilets are clean and dry.
- Ensure patient recreational areas are clean.
- Perform high/low dusting and vacuuming of all carpeted areas.
- 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 disposal the area in accordance with waste disposal guidelines.
- Ensure adequate supplies of toilet/cleaning requisites are available within the areas serviced.
- Serve patient meals as required.

Maintain support service areas (clean and dirty utility areas, medication room, storage facilities (including sterile stock rooms), nourishment stations and clerical areas):

- Ensure all storage facilities are stocked to their correct levels.
- Assist with unpacking and storage of supplies.
- Ensure equipment is cleaned and stored safely.
- Ensure all areas are clean and tidy.
- Defrost fridges where relevant.
- Order supplies for nourishment stations.

Perform courier duties as required:

- Maintain a high profile throughout the Department.
- 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.
- Under the direction of nursing assist with lifting and positioning of patients.
- Move equipment and trolleys as directed by nursing staff.
- Assist with collection and delivery of articles on behalf of the ward including but not limited to bloods, 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 staff.

Provide a high level of service delivery as required:

- Ensure a professional manner to all staff, patients and their visitors by being courteous and helpful.
- Ensure patient confidentiality at all times.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Perform duties in accordance with Western Health policies and procedures.
- Provide clear and concise communication with ward staff 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.
- Provide urgent courier services as required.
- Attend ward/departmental meetings as required.
- Undertake activities designated by the Unit Manager or person in charge.

Contribute to a safe work environment for all staff:

- Conduct yourself in a manner that will not endanger yourself or others.
- Follow Western Health's Occupational Health and Safety policies and procedures.
- Report any unsafe work practices, hazards, near miss incidents and accidents.
- Maintain an awareness of the Occupational Health and Safety Act 2004 and the Accident Compensation (Workcover) Act 1992.
- Contribute to safety awareness and promotion by contributing ideas and suggestions.
- Maintain knowledge and practice of infection control / hygiene precautions and Western Health infection control policies and procedures.
- Ensure that manual handling principles are practiced at all times. Replace sharps containers.
- Ensure hand washing facilities are clean and well stocked.
- Restock glove dispensers.
- Ensure floors are clean and dry.
- Ensure that the nourishment station fridge temperature is recorded and documented morning and evening (where relevant)

KPI's

- Cleaning is completed in accordance with the Victorian Cleaning Standards (monthly cleaning audits will be conducted to monitor achievements of the standards)

Staff development:

- Use staff development opportunities.
- Actively seek feedback from ward staff regarding quality of your practice.

Perform other courier duties under the overall direction of the Nurse in Charge, in accordance with Western Health policies and procedures in a timely manner.

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 Coordinator
- Nurse Unit Managers
- DON's
- Ward Healthcare Team

External:

- Patients and Families
- Visitors

Selection Criteria

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Essential

- 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
- Digital Literacy including sending and receiving emails, navigating internal Western Health computer systems including accessing payroll and rostering programs as well as completing learning and development programs.

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), 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- 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

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment