



## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>GREAT SOUTHERN</b>		<b>Position No:</b>	006041
<b>Division:</b>	Katanning Health Service	<b>Title:</b>	<b>Patient Support Assistant</b>
<b>Branch:</b>	Hotel Services	<b>Classification:</b>	HSW Level 3/4
<b>Section:</b>		<b>Award/Agreement</b>	Hospital Support Workers Agreement

### Section 2 – POSITION RELATIONSHIPS

<b>Responsible To</b>	<b>Title:</b>	Business Manager
	<b>Classification:</b>	HSO Level G-6
	<b>Position No:</b>	006193

#### OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<b>Title</b>
006027 Cook HSW L10
006030 Kitchen Hand HSW L1/2
006035 Casual Hotel Service Worker HSW L1/2
006040 Cleaner HSW L1/2
006050 Laundry Worker HSW L1/2

<b>Responsible To</b>	<b>Title:</b>	Coordinator Support Services
	<b>Classification:</b>	HSO Level G-3
	<b>Position No:</b>	007731

<b>This position</b>	<b>Title:</b>	<b>Patient Support Assistant</b>
	<b>Classification:</b>	HSW Level 3/4
	<b>Position No:</b>	006041



<b>Positions under direct supervision:</b>	<b>Other positions under control:</b>								
<table><tr><td>Position No.</td><td>Title</td></tr><tr><td>Nil</td><td></td></tr></table>	Position No.	Title	Nil		<table><tr><td>Category</td><td>Number</td></tr><tr><td></td><td></td></tr></table>	Category	Number		
Position No.	Title								
Nil									
Category	Number								

### Section 3 – KEY RESPONSIBILITIES

Assists with a range of support services as directed by Coordinator Support Services. Also provides personal care to clients of the hospital, under the direction of a registered nurse.

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

### **OUR PURPOSE – What we are here to do**

WACHS improves country people's health and supporting people to look after their own health.

### **OUR STRATEGIC DIRECTIONS TO 2018**

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

### **OUR GUIDING PRINCIPLES**

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services

Partnerships and collaboration

### **OUR VALUES**

**Community** – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

**Compassion** – listening and caring with empathy, respect, courtesy and kindness.

**Quality** – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity, achieving health equality, cultural respect and a fair share for all.

**WA Country Health Service –  
Great Southern**

**28 November 2017**

**REGISTERED**

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#### Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
<b>1</b>	<b>DIRECTED PATIENT ASSISTANCE</b> Under supervision will assist in:		20
1.1	•the safe lifting, turning and general patient handling procedures.	D	
1.2	•the safe transfer of patients within the unit and, to designated areas of the hospital.	D	
1.3	•general patient hygiene requirements.	D	
1.4	•patient feeding.	D	
1.5	•courier items	D	
	Under direction will assist in:		
1.6	•admission orientation to ward environment.	D	
1.7	•bed making, sanitising of beds.	D	
1.8	•discharge of patients.	D	
1.9	•position, assisting and feeding of patients.	D	
<b>2</b>	<b>HOUSEKEEPING</b>	R	50
2.1	Mopping floors	D	
2.2	Polishing / vacuuming floors.	D	
2.3	Cleaning rooms, such as bathrooms, showers, utility rooms and offices.	R	
2.4	Cleaning infectious rooms and beds	W	
2.5	Dusting, both damp and dry.	D	
2.6	Carrying out general and specific ward maintenance.	R	
2.7	Maintains hospital equipment and facilities, and reports damages / failures.		
<b>3</b>	<b>LINEN AND WASTE REMOVAL</b>	D	5
3.1	Responsible for linen and waste removal within the unit in accordance with Hospital standards, procedures and policies.	D	
3.2	Responsible for the distribution of clean linen supplies within the unit.	D	
3.3	Responsible for all laundry including washing, folding and ironing as necessary.		
<b>4</b>	<b>MEALS AND REFRESHMENTS</b>	O	10
4.1	Preparing early breakfasts and snack meals as required.	D	
4.2	Distribution of patient meals and removal of trays within the unit.	D	
4.3	Distribution and collection of water jugs and other patient refreshments in accordance with unit requirements.	D	
4.4	Reheating patient meals when necessary.	R	
4.5	Responsible for cleaning ward kitchen and fridge.	D	
4.6	Responsible for the distribution and collection of patient menu requests.		
<b>5</b>	<b>INVENTORY MANAGEMENT</b>	D	5
5.1	Maintaining stock levels, excluding pharmacy.	W	
5.2	Preparing order lists and shelving goods received.	W	
5.3	Procuring additional stock as required.	R	
5.4	Delivering items as required.		
<b>6</b>	<b>SECURITY</b>	D	5
6.1	Ensures security and safety requirements are observed in accordance with Hospital policies and procedures.		
<b>7</b>	<b>JOB MANAGEMENT</b>	D	5
7.1	Positively participates in, and, promotes the Team Management concept within the unit.	R	
7.2	Positively participates in performance management.	R	
7.3	Actively participates in accreditation activities.	D	
7.4	Communicates with all staff, patients and public.	D	
7.5	Adheres to patient's rights according to customer service charter.		
<b>8</b>	<b>OTHER</b>	D	
	Other duties as directed by supervisor.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.		

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## Section 5 – SELECTION CRITERIA

### ESSENTIAL

1. Demonstrated effective interpersonal and communication skills
2. Demonstrated time management skills
3. Demonstrated ability to work in a team or individually with minimal supervision
4. Demonstrated competency in computer skills to enable navigation of online policies, internal communication and completing online learning resources.
5. Current C Class drivers licence

### DESIRABLE

1. Certificate III Community Care or Aged Care (TAFE) or equivalent
2. Previous experience within a hospital environment
3. Basic understanding of cleaning practice standards and techniques
4. Basic understanding of the safe use and potential hazards associated with cleaning chemicals
5. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery

## Section 6 – APPOINTMENT FACTORS

<b>Location</b>	Katanning	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Aged Care Criminal Record Screening clearance and Working with Children (WWC) check</li> <li>• Successful Pre- Placement Health Screening clearance</li> <li>• Current C Class drivers licence</li> </ul>		
<b>Specialised equipment operated</b>			

## Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Manager**

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Regional Director**

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

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