



HSS REGISTERED OCTOBER 2018

Patient Service Assistant
Health Support Workers Agreement: Level 3/4
 Position Number: Various
 Patient Support Services
 Osborne Park Hospital / North Metropolitan Health Service

Reporting Relationships

Site Services Manager
 HSO Level G8
 Position Number: 707203



Manager Hotel Services
 HSO Level G7
 Position Number: 707782



Patient Support Assistant



← Also reporting to this supervisor:

- Patient Support Services
- Catering

Directly reporting to this position: <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">Title:</td> <td style="width: 33%; border: none;">Classification:</td> <td style="width: 33%; border: none;">FTE:</td> </tr> <tr> <td style="border: none;"> </td> <td style="border: none;"> </td> <td style="border: none;"> </td> </tr> </table>	Title:	Classification:	FTE:				Other positions under control
Title:	Classification:	FTE:					

Prime Function / Key Responsibilities: Responsible for providing a high standard of support to patients and clinical staff as a part of a multi-disciplinary team.

Patient Service Assistant| HSW Level 3/4 | Various

Brief Summary of Duties (in order of importance)

1. Patient Service Assistants

- 1.1 Assist with the care, handling, transfer and transport of patients.
- 1.2 Deliver and collect linen and meal trolleys as required.
- 1.3 Assist patients to complete menus and deliver to Menu Office.
- 1.4 Deliver and collect meal trays, water jugs and other drinks and snacks as required.

HOUSEKEEPING

- 1.5 Clean items, equipment and areas using the prescribed methods and in accordance with Patient Support Services procedures
- 1.6 Maintain and use cleaning equipment and machinery in a safe and efficient manner and in accordance with Patient Support Services procedures
- 1.7 Check and replace gas cylinders as needed
- 1.8 Collect and move equipment, materials, linen and waste as required
- 1.9 Clean, decontaminate and make beds and theatre transfer trolleys as required
- 1.10 Report damaged or defective property in area of activity
- 1.11 Attend to area screens and curtains and change as required
- 1.12 Perform Laundry management duties specific to designated areas
- 1.13 Perform programmed cleaning duties as required
- 1.14 Respond to requests for courier functions

ADMINISTRATION

- 1.15 Participate in staff orientation, training and mandatory training
- 1.16 Complete documentation in an accurate and timely manner

OTHER

- 1.17 Participate in Hospital emergency procedures
- 1.18 Carry and respond to pager
- 1.19 Perform all duties as part of a team
- 1.20 Check, order and receive pantry, linen and cleaning supplies as needed

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Certificate III in Health Service Assistance, Certificate III in Aged Care or equivalent qualification.
2. Commitment to the provision of a patient/customer focussed service.
3. Ability to work as part of a team.
4. Good communication and interpersonal skills.
5. Ability to work with limited supervision.
6. Physical capacity to perform all duties of the position.
7. Ability to work in a manner which preserves patient confidentiality and dignity.

Desirable Selection Criteria

1. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working with Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Manager/Supervisor

Name: Jim Eriyagama
Signature/HE: 63434
Date: 14/09/2018

Dept./Division Head

Name: Chuong Vo
Signature: HE41401
Date: 01/10/2018

Position Occupant

Name:
Signature:
Date: