



HSS Registered

Patient Care Assistant - Casual
Hospital Support Workers Agreement: Level 3/4

Position Number: 006158

Patient Support Services

Armadale Health Services / East Metropolitan Health Service

Reporting Relationships

Manager Patient Support Services
HSO L7
Position Number: 005193



Co-ordinator Patient Support Services
HSO L4
Position Number: 007922



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		
•		



Also reporting to this supervisor:
• Various

Key Responsibilities

To provide support to the multi-disciplinary team in the provision of high quality client care by undertaking a range of duties utilising a rehabilitation model of care. Provide culturally appropriate healthcare and/or services to patients, clients and visitors.



EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Client Care Duties

- 1.1 Escorts clients to appointments, clinics, wards etc.
- 1.2 Assists with the provision of meals and refreshments through assisting the client in the preparation of the environment at meal times & assisting clients in the preparation of snacks as required.
- 1.3 The Delivery of meals to the unit.
- 1.4 The preparation of client's requirements for personal care activities.
- 1.5 Reporting any issues or concerns identified during interactions with clients and/or carers to senior staff.

2. Hotel Service

- 2.1 Assists the team/clients with making of their bed as required.
- 2.2 Assists the preparation of discharge and transfer beds as required.
- 2.3 Maintains a clean and tidy environment by:
 - Vacuuming/mopping floors as required and in accordance with Hospital Standards.
 - Tidying and damp dusting as required.
- 2.4 Collecting & emptying linen and rubbish for central disposal.
- 2.5 Attending to spillage's as required.
- 2.6 Maintains stock levels of linen supplies within the unit.
- 2.7 Attends to requests to undertake message/courier functions.
- 2.8 Reports hazards to the Clinical Nurse Specialist.
- 2.9 Responds to accidents and emergencies and threats as an integral part of the response team.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

4. Undertakes other duties as directed.

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Completion of a recognised Patient Care Assistant training programme to a minimum of Certificate 2 or equivalent recognised programme including hospital based training.
2. Knowledge of and ability to maintain a clean and safe environment.
3. Ability to assist clinical staff with duties related to clients in their care.
4. Ability to participate with activities related to manual handling.
5. Experience in working as part of a team.
6. Demonstrated skills in relation to managing time and prioritising tasks effectively.

Desirable Selection Criteria

1. Experience working in a Health Service.
2. 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.

Pam Horan	Signature	or	He70927	Date
Manager / Supervisor Name	Signature	or	HE Number	Date
Dept. / Division Head Name	Signature	or	HE Number	Date

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

Occupant Name	Signature	or	HE Number	Date
Effective Date				

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	February 2020
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