



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Hospital Service Assistant

Hospital Support Workers Agreement: Level 3/4

Position Number: 001659, 004900, 004901, 004902, 004903

Patient Support Services / Corporate Nursing Services

Sir Charles Gairdner Hospital / North Metropolitan Health Service

Reporting Relationships

MANAGER, GENERAL SUPPORT SERVICES
 Level G7
 Position Number: 000263



PATIENT SUPPORT SERVICES SUPERVISOR
 Level G3
 Position Number: 003752



This Position



Also reporting to this supervisor:

-

| | | | |
|--------------------------------------|-----------------------|------------|-------------------------------|
| Directly reporting to this position: | | | Other positions under control |
| Title | Classification | FTE | • |
| • Nil | | | |

Prime Function / Key Responsibilities
 Responsible for providing assistance with transferring, lifting, re-positioning and ambulation of patients.

Brief Summary of Duties

1. Provide timely physical assistance to patients and assist other members of the multidisciplinary team under the direction of the Registered Nurse. This includes, but is not limited to, transferring, lifting, re-positioning and ambulation of patients
2. Transport patients around the Hospital in a safe, dignified and efficient manner ensuring all documents and belongings accompany the patient. Transport deceased patients to the Mortuary.
3. Collect and move equipment or materials (e/g/ linen, specimens, medical records, sharps, waste) around the Hospital site.
4. Responds to emergency codes as per the Hospital Emergency Manual as required
5. Report patient complaints, concerns, comments etc. to the appropriate person
6. Report faulty equipment including damaged furniture to nursing shift coordinator, tag and remove from service as required. Participate in workplace hazard inspections
7. Clean patient environment, ward and utility rooms, including stripping, cleaning and making beds, to the acceptable microbiological and aesthetic standard using the prescribed methods
8. Clean all equipment after use as required
9. Use patient related, cleaning and catering equipment/machinery in a safe and efficient manner and in accordance with the training provided.
10. Delivery and clear away patient meals, beverages and water jugs as required
11. Restock medical consumables in ward areas as directed
12. Keep corridors free of equipment and furniture as directed
13. **NMHS Governance, Safety and Quality Requirements**
 - 13.1 Participates in the maintenance of a safe work environment.
 - 13.2 Participates in an annual performance development review.
 - 13.3 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.
 - 13.4 Completes mandatory training (including safety and quality training) as relevant to role.
 - 13.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
 - 13.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.
14. **Undertakes other duties as directed.**

Work Related Requirements

Essential Selection Criteria

1. Demonstrates excellent patient/customer service skills
2. Demonstrates an ability to work as part of a team with limited supervision
3. Demonstrates reliability and punctuality
4. Demonstrates good communication skills, including written and spoken English
5. Possesses the physical capacity to perform the duties of the position
6. Demonstrates a commitment to preserving and maintaining patient confidentiality and dignity
7. Demonstrates an ability to perform all duties despite the potentially distressing sights, sounds and odours that exist in an hospital environment

Desirable Selection Criteria

1. Knowledge of Food Safety and infection control and hygiene principles
2. Certificate II in Health Support Services or equivalent
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- 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: Sharron Pratt
Signature/HE:45864
Date:

Dept./Division Head

Name: Linda Davies
Signature:
Date:

Position Occupant

Name:
Signature:
Date: