



HSS Registered March 2017

Patient Care Assistant
Hospital Support Workers Agreement: Level 3/4
Position Number: 105363
Patient Support Services
Royal Perth Hospital

Reporting Relationships

Assistant Manager, Patient Support Services
 HSO G7
 Position Number: 106079



Supervisor, Patient Support Services
 HSO G4
 Position Numbers: Various



This Position



Directly reporting to this position:

Title	Classification	FTE
• NIL		

← Also reporting to this supervisor:

- Cleaners, Level 1/2, 102 FTE
- Hygiene Orderlies, Level 1/2, 6.0 FTE
- Storeroom PCA, Level 6, 3.0 FTE

Key Responsibilities
 To provide strong focus on customer service by assisting patients with direct assistance, and to provide support to clinical staff (Doctors, Nursing and Allied Health) by contributing to a team approach in the provision of high quality patient care.



Brief Summary of Duties (in order of importance)

1. Under the direction and supervision of a Registered Nurse

- 1.1 Assists nursing staff with patient care activities as directed by a Registered Nurse.
- 1.2 Assists patients with preparation for meals and refreshments by preparing the patient's environment at meal times and assists catering staff with meal tray collection.
- 1.3 Delivers and collects patient menu cards.
- 1.4 Provides patients with fresh water, ice and juice daily as required.
- 1.5 Assists Nursing staff in making beds for patients and assists with the preparation of post op beds.
- 1.6 Decontaminates discharge and transfer beds.
- 1.7 Provides clinical equipment to bed areas e.g. intravenous poles, bowls and hygiene equipment.
- 1.8 Decontaminates bedpans, urinals, wash bowls etc. ready for use.
[NB. The PCA will NOT be responsible for administration of medication. The PCA will not be expected to shower patients independent of Registered Nurse/Enrolled Nurse assistance].

2. Cleaning Services

- 2.1 Cleans discharge beds and carries out discharge cleaning of bed areas. This may necessitate the use of hospital strength cleaning agents required to meet hospital infection control standards.
- 2.2 Cleans patient beds, lockers, heart tables and chairs each shift as necessary.
- 2.3 Cleans pan room, preparation room, ward store room, treatment room bench tops, and other surfaces on a daily basis and as required to maintain a clean and tidy environment.
- 2.4 Maintains a clean and tidy environment in bathrooms and toilets between routine cleaning.
- 2.5 Carries out ward tidy rounds, changes patient bedside rubbish bags each shift.
- 2.6 Daily cleaning of trolleys and commodes.
- 2.7 Removes dirty linen bags and rubbish bags from ward to central collection point

3. Manual Handling Assistance – under direct supervision of Nurses

- 3.1 Assists with sitting patients out of bed and returning patients to bed.
- 3.2 Carries out chair to chair transfer of patients under nursing supervision.
- 3.3 Moves patients from bed to trolley and vice versa.
- 3.4 Assists with lifting, turning and re-positioning of patients using appropriate lifting aids and equipment.
- 3.5 Demonstrates knowledge and competency in manual handling techniques, including patient handling.

4. Transportation Services

- 4.1 Transports patients between wards and departments when necessary.
- 4.2 Escorts patients on discharge.
- 4.3 Carries out urgent errands or messages of a clinical nature at the request of the ward shift coordinator.

5. Maintenance of Equipment and Stock

- 5.1 Collects urgent pharmacy supplies as required for ward supply or patient discharge.
- 5.2 Delivers all urgent specimens to appropriate departments and laboratory receptions.
- 5.3 Transports clinical equipment between wards and departments.
- 5.4 Unpacks non-impres stores from Supply Department and monitor stock levels with nursing staff.
- 5.5 Restocks bedside dispensers (i.e. disposable gloves, hand gel).
- 5.6 Disposes of full, sealed sharps containers and replaces with empty sharps containers.

6. Quality Assurance

- 6.1 Participates in unit-based quality assurance activities as requested.
- 6.2 Reports damaged malfunctioning equipment, trolleys, wheelchairs and fittings.

7. Emergency Response Functions

- 7.1 Performs duties as assigned under the emergency response procedures of Royal Perth Hospital.
- 7.2 Responds to all designated emergency alarms and carries out tasks (e.g. blood collection, specimen delivery) as directed.

8. EMHS Governance, Safety and Quality Requirements

- 8.1 Participates in the maintenance of a safe work environment.
- 8.2 Participates in an annual performance development review.
- 8.3 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.
- 8.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 8.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 8.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

9. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Completion of Certificate Two or equivalent in Australian Qualification Framework or commitment to undergo training and completion of Certificate Two in a relevant field (e.g. Community Services – Aged Care Work or Hospital-based PCA).
2. Demonstrated competence in assisting nurses with tasks and duties related to the care of patients.
3. Demonstrated knowledge in manual handling principles and techniques.
4. Demonstrated effective communication skills.
5. Extensive experience in working as a part of a team.
6. Demonstrated initiative and ability to manage time and to prioritise tasks.

Desirable Selection Criteria

1. Previous experience as a Patient Care Assistant or similar role in a hospital environment.
2. Completion of, or commitment to undergo training for Certificate Three or equivalent in Australian Qualifications Framework in a relevant field (e.g. Health Support Services).
3. 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.

Bill Poposki		HE82960	28/9/2016
Manager / Supervisor Name	Signature or	HE Number	Date
Richard Jarvis		HE116398	10/2/2017
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	02/03/2017 he104344
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