



HSS Registered September 2021

**Patient Support Assistant**  
**Hospital Support Workers Agreement: HSW Level 3/4**  
**Position Number: 007079**  
**Patient Support Services / Rockingham General Hospital**  
**Rockingham Peel Group / South Metropolitan Health Service**

### Reporting Relationships

Support Services Manager  
 Award Level: HSO Level G8  
 Position Number: 11689



Coordinator Patient Support Services  
 Award Level: HSO Level G5  
 Position Number: 007006



**This Position**



Directly reporting to this position

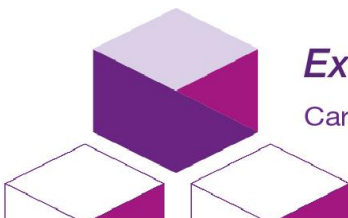
Title	Classification	FTE
Nil		

← Also reporting to this supervisor:

- Cleaner, HSW Level 1/2, 14.7 FTE

### Key Responsibilities

Clean ward areas, provide catering services, assist nursing staff with lifts and intra-hospital transfers, and collect and distribute specimens as required.



*Excellent health care, every time*

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

## SMHS Values

The SMHS considers the values, attributes and attitudes of candidates along with the assessment of competency-based criteria of the position as part of employee recruitment and ongoing performance development.

SMHS is unified across its hospitals and services by its values and behaviours that provide a strong expectation of conduct for all SMHS staff no matter where they work.



## Brief Summary of Duties (in order of importance)

### 1. Cleaning

- 1.1 Static and wet mops all floors.
- 1.2 Vacuums when and where necessary.
- 1.3 Damp dusts (for example high and low: benches, windowsills, furniture).
- 1.4 Checks and organises rubbish and soiled linen ready for collection.
- 1.5 Cleans and defrosts all fridges (except drug fridges).
- 1.6 Cleans ward trolleys (for example resuscitation trolleys).
- 1.7 Cleans toilets and bathrooms.
- 1.8 Cleans walls and glass as required.
- 1.10 Cleans all spillages as required.
- 1.11 Totally cleans discharge room/beds plus surrounding areas (baby bath, highchair).
- 1.12 Changes beds and privacy curtains as required.
- 1.13 Cleans treatment and pan rooms.
- 1.14 Cleans pantry and tidies up after meals and distributes drinks.
- 1.15 Takes responsibility for store and imprest room (i.e. puts away delivered items and keeps area tidy).
- 1.16 Assembles bed packs and baby bundles, as required.
- 1.17 Shampoos carpets as required.

### 2. Food and Drink

- 2.1 Checks meal list (new patients, special diets etc before breakfast, lunch and dinner).
- 2.2 Checks pantry fridges for drinks and leftover food.
- 2.3 Checks supplies of bread, biscuits, cutlery etc and replenishes stock.
- 2.4 Distributes patient meals, drinks and special snacks.
- 2.5 Cleans fridge inside and out daily.
- 2.6 Puts leftover trays and food on trolley for pick-up to kitchen.
- 2.7 Tidies pantry after each meal.
- 2.8 Replenishes water containers in fridge.
- 2.10 Refrigerates baby bottles.
- 2.11 Restocks daily and discards old stock.

### 3. SMHS Governance, Safety and Quality Requirements

- 3.1 Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the SMHS Vision and SMHS Values of Care, Integrity, Respect, Excellence and Teamwork.
- 3.2 Participates in the maintenance of a safe work environment.
- 3.3 Participates in an annual performance development review.
- 3.4 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.
- 3.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.6 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures, and applicable legislative obligations under the Public Sector Management Act, the Health Services Act, Occupational Safety and Health Act, the Disability Services Act and the Equal Opportunity Act.

### 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 role and the SMHS Values.

### Essential Selection Criteria

1. Previous patient care and/or cleaning experience including knowledge of hygiene standards and universal precautions.
2. Good written and verbal communications skills.
3. Demonstrated ability to work with minimal supervision as well as part of a team.
5. Understanding and ability to maintain confidentiality.
6. Empathy with the hospital's commitment to patient focused service.

### Desirable Selection Criteria

1. Previous catering experience servicing vulnerable persons.
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.
- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.