



**HSS Registered October 2021**

**Patient Support Assistant**  
**Hospital Support Workers Industrial Agreement: HSW Level 3/4**  
**Position Number: 110315**  
**Patient Support Services**  
**Fremantle Hospital / South Metropolitan Health Service**

**Reporting Relationships**

Manager Patient Support Services  
 HSO Level G8  
 Position Number: 000079



Coordinator Patient Support Services  
 HSO Level G4  
 Position Number: Various



**This Position**



Directly reporting to this position:

Title	Classification	FTE
Nil		

Also reporting to this supervisor:

- Cleaners
- Hygiene Orderlies



**Key Responsibilities:**

Catering Duties: Serves patient meals and beverages, collects dishes and returns trolleys.  
 Cleaning Duties: Environmental cleaning of the ward/unit/ department ensuring surfaces free from dust, dirt and contamination.  
 Transport Duties: Carries out patient and equipment movement/transfers within the hospital.

## 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

### 1. Cleaning (70%)

- 1.1 Cleans all areas according to policies and guidelines in line with infection prevention principles and standards.
- 1.2 Maintains surfaces free from dust, dirt and contamination.
- 1.3 Moves rubbish and linen to collection points.
- 1.4 Cleans and makes all discharge and transfer beds.
- 1.5 Orders, receives and stores cleaning impress items, store requirements and linen for the ward.
- 1.6 Attends to special room/area/equipment cleans as scheduled or directed.
- 1.7 Maintains and cleans equipment and trolley.
- 1.8 Operates equipment safely.
- 1.9 Practices safe manual handling and cleaning techniques.
- 1.10 Safely handles chemicals approved for use

### 2. Catering

- 2.1 Distributes, collects and collates patient's menus.
- 2.2 Collects patient meal trolleys from re-thermalisation pantries, safely distributes meals to patients, collects trays and returns trolleys back to collect point.
- 2.3 Maintains pantries and ensures safe food preparation, storage and delivery.
- 2.4 Undertakes patient beverage/snack rounds.
- 2.5 Orders, receives and stores catering impress items.
- 2.6 Attends to patient water jugs.

### 3. Transport Activities

- 3.1 Safely transfers patients and equipment to designated areas.
- 3.2 Collects and delivers urgent supply items, medication, specimens, patient records and any other relevant equipment to the area.
- 3.3 Undertakes (with nursing supervision) movement and turning of patients as requested.
- 3.4 Uses manual handling equipment where applicable.
- 3.5 Practices safe manual handling techniques.
- 3.6 Replenishes consumables.

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

- 4.1 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.
- 4.2 Participates in the maintenance of a safe work environment.
- 4.3 Participates in an annual performance development review.
- 4.4 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.
- 4.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.6 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.

### 5. 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. Accredited Patient Support Assistant Course or Certificate III in Health Services Assistant or equivalent.
2. Demonstrated knowledge of cleaning and hygiene practices (including infection control guidelines), Food Safe and manual handling procedures (including patient handling).
3. Commitment to a Patient/Customer focussed service and the ability to work with limited supervision.
4. Demonstrated effective interpersonal skills and ability to work cooperatively in a team environment.
5. Effective communication skills (oral and written).
6. Physical capacity to perform the duties of the position.

### Desirable Selection Criteria

1. Relevant experience in working in a hospital setting.
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.