



North Metropolitan Health Service
Job Description Form

HSS Registered November 2021

**Hospital Service Assistant – COVID Surge
 Door / Wayfinding**

Hospital Support Workers Industrial Agreement 2020: Level 3/4

Position Number: 00004923

Patient Flow Unit / Corporate Nursing Services

Sir Charles Gairdner Osborne Park Health Care Group / North Metropolitan Health Service

Reporting Relationships

Nurse Director – Patient Flow
 RN SRN Level 10
 Position Number: 004421



Nurse Manager - Staffing (Patient Flow)
 RN SRN Level 3
 Position Number: 003809



This Position



← Also reporting to this supervisor:

- RNS
- General Casual Pool
- Clerks
- AIN's

Directly reporting to this position:	Other positions under control						
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%; text-align: left;">Title</th> <th style="width: 30%; text-align: left;">Classification</th> <th style="width: 50%; text-align: left;">FTE</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Title	Classification	FTE				<ul style="list-style-type: none"> • Nil
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Prime Function / Key Responsibilities

Responsible for providing assistance with access and wayfinding including assistance to staff, patients and visitors as directed and in accordance with prescribed methods / procedures

Brief Summary of Duties

1. Hospital Service Assistant – COVID Surge

- 1.1 Provide timely physical assistance to patients, staff and visitors under the direction of the Nurse Manager Patient Flow. This includes, but is not limited to, checking and providing access to the building for authorised persons, provision of face masks / Personal Protective Equipment, ensuring compliance with infection control principles including hand sanitising.
- 1.2 Provide wayfinding assistance to staff, patients and visitors as directed.
- 1.3 Arrange transport of patients around the Hospital in a safe, dignified and efficient manner ensuring all documents and belongings accompany the patient.
- 1.4 Collect and move equipment or materials as required (e/g/ linen, specimens, medical records, sharps, waste) around the Hospital site.
- 1.5 Report patient / visitor complaints, concerns, comments etc. to the appropriate person.
- 1.6 Clean the environment and equipment using prescribed methods
- 1.7 Clean all equipment after use as required
- 1.8 Restock consumables as directed
- 1.9 Keep corridors free of equipment and furniture as directed

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 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.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. 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. Certificate II in Health Support Services or equivalent
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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: Naomi Parkins
Signature/HE:47729
Date: 02/11/2021

Dept./Division Head

Name: Kymberley Rogers
Signature/HE:45997
Date: 02/11/2021

Position Occupant

Name:
Signature:
Date: