



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service – Midwest		Position No:	607958
Division:	Geraldton Hospital	Title:	Patient Services Assistant
Branch:	Patient Support Services	Classification:	HSW Level 3/4
Section:		Award/Agreement	Health Support Workers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Patient Services Coordinator
	Classification:	HSO Level G5
	Position No:	604072
		↑
Responsible To	Title:	Patient Support Services Supervisor
	Classification:	HSO Level G3
	Position No:	615856
		↑
This position	Title:	Patient Services Assistant
	Classification:	HSW Level 3/4
	Position No:	607958
		↑

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
Driver Orderly
Cleaner
Linen Room Attendant
Cook
Menu Assistant
Catering Assistant
Chef

Positions under direct supervision:	← Other positions under control:								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Position No.	Title			<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Category	Number		
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Section 3 – KEY RESPONSIBILITIES

As a team provide a service to patients in areas of transport, meal delivery and patient assistance. Assist with providing bed making, housekeeping, and inventory management, laundry as required and waste disposal. Maintain hospital in a clean inviting state.

**WA Country Health Service
Midwest**

15 September 2021

REGISTERED

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR MISSION

To deliver and advance high quality care for country WA communities

OUR VISION

To be a global leader in rural and remote healthcare

OUR STRATEGIC PRIORITIES

Caring for our patients - Providing safe, patient-centred care, ensuring the needs of our patients are at the core of everything we do

Addressing disadvantage and inequity - Delivering focussed and accessible services for those who need it most

Building healthy, thriving communities - Supporting country people to be as healthy as they can be and continuing to play our part in the economic and social viability of country communities

Delivering value and sustainability - Ensuring that the services we provide are sustainable and we are transparent about our performance

Enabling our staff - Supporting our staff to deliver great care, empowering them to learn, grow, innovate and lead

Leading innovation and technology - Embracing innovation and technology to create a safer, more connected and equitable health system

Collaborating with our partners - Partnering to deliver more integrated services that improve patient outcomes and experience, giving consumers more choice and control

OUR VALUES

Community – We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion – We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality – We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity – We bring honesty, collaboration and professionalism to everything that we do.

Equity – We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity – We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	DIRECT PATIENT ASSISTANCE		90
1.1	Manual handling of patients i.e. safe lifting, turning, positioning and transferring.		
1.2	Assist nursing staff with showering, bed baths and feeding of patients as directed.		
1.3	Escorting of patients and staff as requested.		
1.4	Transportation of patients internally and to external appointments.		
1.5	Bed making and general housekeeping.		
1.6	Assist nursing and medical staff as appropriate and directed.		
1.7	Responds to all alarms and carries out tasks as directed.		
2.0	MEALS AND REFRESHMENTS		
2.1	Delivery/preparation of meals and beverages for patients.		
2.2	Under direction of the cook and or the leading kitchen hand responsible for kitchen duties in accordance with health service policies and procedures.		
3.0	CLEANING		
3.1	Decontamination of rooms/environment.		
3.2	Maintain a clean and tidy department/ ward/unit environment.		
3.3	Keep hospital in a clean and welcoming state.		
4.0	LINEN AND WASTE REMOVAL		
4.1	Removal and disposal of waste, linen and sharps containers in accordance with hospital standards.		
5.0	OCCUPATIONAL SAFETY AND HEALTH		
5.1	Responsible for monitoring and securing premises.		
5.2	Attend to urgent messages paged, written or verbal.		
5.3	Performs duties as assigned under the emergency response procedures of the Geraldton Health Campus.		
6.0	GENERAL DUTIES		10
6.1	Assist with all mortuary procedures.		
6.2	Maintain stock levels of Linen, Cleaning and Kitchen goods.		
6.3	Delivery and distribution of goods and documents to correct areas as required.		
6.4	General driver duties.		
6.5	General gardening duties.		
6.6	Report any malfunctioning equipment and/or any potential hazards.		
6.7	Assist members of public as appropriate.		
6.8	Participate in workplace orientation of new staff.		
6.9	Attend all mandatory training as requested.		
6.10	Other duties as directed or required within your capability.		

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated customer service experience.
2. Demonstrated good communication and interpersonal skills including maintaining confidentiality.
3. Demonstrated ability in working as part of a team and ability to work unsupervised.
4. Knowledge of Occupational Safety in the work place.
5. Demonstrated Experience in hospitality and the delivery of meals.
6. Demonstrated experience in cleaning practices, including safe use of chemicals and equipment.
7. Physical capacity to perform the duties of the position.
8. Eligible for / or in possession of a current C or C-A Class drivers licence.

DESIRABLE

1. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
2. Demonstrated knowledge in patient manoeuvring and manual handling principles and techniques.
3. Completion of Certificate II or equivalent in Australian Qualification Framework in a relevant field (eg: Aged Care-Patient Support Services or Patient Care Assistant).
4. Previous experience in a health care setting.
5. Knowledge of infection control procedures.

Section 6 – APPOINTMENT FACTORS

Location	Geraldton	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Provision of the minimum identity proofing requirements • Successful Criminal Record Screening clearance • Successful Pre-Employment Health Assessment • Successful WA Health Integrity Check • Successful Working With Children Check • Evidence of a current C or C-A Class drivers licence Allowances <ul style="list-style-type: none"> • District allowance 		
Specialised equipment operated			

Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date:
Manager



Signature and Date:
Regional Director



As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

