



Job Description Form



Community | Compassion | Quality



Integrity | Equity | Curiosity

Position Title

Position number: Various

Patient Care Assistant

Division description

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 approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area. The range of health services provided cover population health, mental health, Aboriginal health and aged care. Our dedicated and committed staff work hard to fulfil our purpose Working together for a healthier country WA, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

About the WA Country Health Service

Our Strategic Priorities



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.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Position Title: Patient Care Assistant	Position Number: Various	Classification: HSW Level 3/4
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Directorate overview

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

Position Details

Position Number:	Various	Registration Date:	6 April 2023
Classification:	HSW Level 3/4	Location:	Various
Award / Agreement:	Hospital Support Workers Agreement		
Organisational Context:	Various		

Position Overview

Responsible for providing support to clinical staff (Doctors, Nursing Staff and Allied Health), by using a Ward based team approach in the provision of quality patient care. Can be resourced to any area within the hospital to respond to operational requirements of the day.

Reporting Relationships

Responsible to:

Hotel Services Coordinator



This position:

Patient Care Assistant



Positions under direct supervision:

Nil

Other positions reporting to this position:

Domestics
Security
Catering



Key Duties/Responsibilities

1. Meals and Refreshments

- 1.1. Preparation of the patient's environment at meal times.
- 1.2. Assisting with opening of containers, spreading of condiments etc.
- 1.3. Delivering and collecting meal trays.
- 1.4. Cleaning and refilling water jugs at the bedside.
- 1.5. Preparing and delivering snack meals/early breakfasts as required.
- 1.6. Maintaining a clean and tidy ward pantry environment.
- 1.7. Reheating patient's meals as needed.
- 1.8. Restocking of ward consumables.

2. Cleaning

- 2.1. Vacuuming/mopping of floors as needs dictate according to Hospital/unit standard.
- 2.2. Cleaning and "spot" cleaning all wet areas (eg: bathrooms, toilets).
- 2.3. Tidy and damp dusting patient's immediate environment (eg: lockers and heart tables).
- 2.4. Collecting/emptying linen bags from ward areas and placing for central disposal.
- 2.5. Emptying rubbish bags from all ward areas and placing for central disposal.
- 2.6. Attending to ward curtain changing as needs dictate.
- 2.7. Attending to any spillages as required.
- 2.8. Maintaining cleanliness of ward utility areas.
- 2.9. Cleaning of ward/unit infectious areas.
- 2.10. Attending to patients flowers when voluntary assistance not available.
- 2.11. "Spot" cleaning and decontamination of Medical equipment as authorised.
- 2.12. Reporting damage or malfunctioning floors, furniture equipment, and fittings.
- 2.13. Maintaining cleanliness of shower chairs/commodes/shower trolleys.

3. Direct Patient Assistance

- 3.1. Working with members of the ward team and under the direction of Nursing staff will be responsible for:
- 3.2. Transporting Patients to appointments, clinics etc.
- 3.3. Assists with the lifting and positioning of patients into wheelchairs/onto trolleys/onto chairs and commodes.
- 3.4. Assists with lifting and positioning of patients in beds.
- 3.5. Assists with general patient ambulation. Assists ambulant patients with preparation for showering.
- 3.6. Attending to urgent messages/courier functions.

4. Bedmaking

- 4.1. Decontamination of discharge beds and transfer beds.
- 4.2. Report dysfunctional beds and surrounding equipment.



5. Directed Patient Assistant

- 5.1. Communicates with other members of the ward/unit team as needs dictate. Interacts with patients in a caring and confident manner.
- 5.2. Adheres to hospital policy/procedures in relation to the role.
- 5.3. Uses problem, solving techniques to identify workable solutions within the scope of the role.
- 5.4. Requests appropriate assistance.
- 5.5. Prioritises work according to patient care requirements and ward/units needs. Makes decisions based on these priorities.
- 5.6. Respond to emergency requests for items not on shelves, ie. Collecting from stores, pharmacy.
- 5.7. Functions as a member of a multidisciplinary team.
- 5.8. Appropriately involved in Hospital and unit based quality assurance activities/Occupational Health and Safety activities. / Fire and Safety activities/Ward/unit team meetings/education as required.
- 5.9. Any other duties as directed by Management.



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Demonstrated knowledge of cleaning practices and techniques, including infection control guidelines.
2. Demonstrated knowledge of food handling practices and techniques.
3. Good interpersonal skills, written and verbal, inclusive of numeric skills.
4. Demonstrated ability and knowledge of manual handling procedures, including patient handling.
5. Ability to work cooperatively in a team environment and be receptive to change.
6. Ability to work unsupervised.
7. Physical capacity to perform the duties of the position.

Desirable

1. Previous experience in a hospital or community health care setting.
2. Accredited Patient Support Assistant Course or Certificate III in Health Service Assistants or equivalent.
3. Current knowledge and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health in all aspects of employment and service delivery.

Appointment Pre-requisites

Appointment is subject to:

- 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

WA Country Health Service –
Central Office

6 April 2023
REGISTERED

