

**Position:** Personal Services Assistant (PSA)

(previously titled cleaners, nursing attendants or similar) Grade 1 or 2 (dependent on qualifications)

**Reports To:** Hotel Services Coordinator

**Award:** Health and Allied Services, Managers & Administrative Officers –

Victorian Public Sector (Multiple Enterprise Agreement)

**Minimum Qualifications:** Certificate 1 in Food Handling required

Grade 2 PSA are required to have a Certificate 3 in Health Support Services or equivalent certificate Year 11 Education or equivalent preferred

Experience in commercial cleaning or food services is advantageous

**ORGANISATIONAL MISSION, VISION AND VALUES: Our Mission**

To support our community’s physical, mental and social wellbeing by:

 Providing high quality and innovative services;

 Building enduring partnerships; and

 Delivering customer service excellence.

**Our Vision**

Creating healthier communities

**Our Values**

**Integrity**

 We will be open and honest and will do the right thing for the right reason.

**Innovation**

 We will be an industry leader by breaking new ground and improving the way things are done.

**Collaboration**

 We will actively work together in teams and partnerships.

**Accountability**

 We will take personal responsibility for our decisions and actions.

**Respect**

 We will value all peoples’ opinions and contributions.

**Empathy**

 We will endeavour to understand other peoples’ feelings and perspectives.

**PRIMARY OBJECTIVES:**

*NB: Grade 1 PSA will cover 3 out of the five functions listed below. Grade 2 PSA will perform 4 or more functions. Additional duties may be included that does not equate to a further function as defined in the EBA.*

In each Unit, the Hotel Services Coordinator will determine which functions are to be completed within these guidelines:

 Provide cleaning and housekeeping services

 Provide food and beverage services support

 Provide transport and couriering duties

 Provide ward support services

 Provide patient support

**ACCOUNTABILITIES:**

 Under the direction of the Hotel Services coordinator or Unit Manager, contribute to the provision of services within the Hospital by maintaining a clean and safe environment for patients and staff

 Ensure food and beverage services are provided to patients in accordance with appropriate food safety requirements whilst meeting WDHS expectations about excellence in patient service

 Support professional staff by providing duties as outlined

**DUTIES AND RESPONSIBILITIES: Cleaning and housekeeping**

 Ward areas (including toilets, showers, bathrooms, lockers, shelving and infectious rooms etc.)

 Handle patient laundry (including washing and drying of patient laundry)

 General/administrative areas (including office, toy room, stairs and lifts etc.)

 Maintain cafe bars in clean and serviceable state, including restocking

 Terminal Infectious/discharge bed making and cleaning

 Equipment and instruments, including fridges (excluding pathology or drug fridges), microwaves, IV poles and pumps and other as directed

 Damp and high dusting

 Vacuuming and carpet extracting

 Mopping and buffing of floors

 Spot cleaning

 Rubbish removal including sealed sharps containers

 Linen removal

 Other duties as required that meet the required primary objective, e.g. Cleaning over-bed trays, opening blinds, managing patient flowers, setting up day procedure each morning- turning on lights, heating, urn, empty skips and bins, cleaning windows etc.

**Food and beverage services**

 Serving of meals and refreshments to patients (including day patients where relevant)

 Food transportation to and from the Ward

 Basic food monitoring (e.g. Checking that food matches the order)

 Replenish refrigerator and pantry supplies and liaise with ward clerks re ordering, collecting and unpacking of food stores

**Transport and Couriering**

 Transporting patients between wards, departments and theatres

 Transporting equipment between wards, departments and theatres

 Couriering x-rays, specimens and patient records

 Movement of deceased patients to the mortuary

**Ward support**

 Checking of oxygen cylinders

 Filling, distributing and collecting of water jugs and glasses

 Delivery and maintenance of flowers

 Replenish consumables to normal stock levels

 Restocking of ward trolleys or cubicles e.g. trolleys outside of patient room used for infection control.

 Under direction, and with appropriate training, to assist in patient restraint. This may include code blue and other emergencies as part of a hospital response team

 Message taking

**Patient Support**

 Assist in the lifting and turning of patients (including into and out of wheelchairs and trolleys)

 Assist in the lifting and positioning of patients in bed, including by machinery

 Assist with patient facial shaves and pre-operative shaves

 Assist in the transportation of ambulance patients

**Other Duties**

Personal services assistants are not precluded from undertaking non-ward patient support functions or duties. This may include assistance with security as applicable. The duty list is intended to be indicative not comprehensive

**Occupational Health and Safety Responsibilities**

All Western District Health Service employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure. Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees have a responsibility to comply with all relevant WDHS OH&S management system Policies, Procedures and programs. This includes the WDHS Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

 Looking after their own health and safety and those of others in the workplace;

 Follow safe work practices and use personal protective equipment as required;

 Participate in OH&S consultation and OH&S training initiatives;

 Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with

any investigations and the identification of corrective actions;

 Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;

 Don’t willfully interfere with or misuse anything provided in the interest of health and safety or willfully put

anyone at risk;

 Performing only those tasks for which they have received appropriate training and instruction;

 Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;

 Participate in emergency evacuation exercises. All employees are required to:

 Demonstrate and utilise the AIDET (Acknowledge-Introduce-Duration-Explanation-Thank you) principles in all communication with patients / residents / clients and their families

 Demonstrate and understand the application of National Safety and Quality Health Services Standards to ensure compliance with applicable regulatory bodies is maintained

 Demonstrate respect for individual’s values, customs and spiritual beliefs to ensure patient / resident care is effective and culturally appropriate

 Demonstrate commitment to person-centred care, and evidence-based best practice standards within scope of practice

**INHERENT PHYSICAL REQUIREMENTS:**

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things:

**1 Nursing / Patient Care Role**

 manual handling ( pushing, pulling equipment)

 general patient handling and clinical nursing duties

 sitting, standing, bending,

reaching, holding

 pushing pulling trolleys and equipment

 general clerical, administration

work, computer work

 use of personal protective equipment and handling

 handling general and infectious waste,

 **shift work in most roles**

**2. Maintenance / Hotel Services**

**Staff Role**

 generic maintenance work, working at heights

 generic out door work /

pushing, pulling trolleys

 sitting, standing, bending, reaching, holding

 computer work

 general clerical, computer and

some admin work

 use of personal protective equipment and handling

 handling general and or infectious waste,

 **shift work in some roles**

**3 Clerical / Administration Role**

 sitting, standing, bending, reaching, holding

 computer work, data entry

 general clerical at varying levels

,

 use of personal protective equipment

 handling general waste

 pushing and pulling trolleys /

filing,

 **shift work in some roles**

**Other Requirements**

 Current police check is required for this role

 Some after hours’ work may be required in this position

 This position will entail some on call work

**Note to all employees**

 You must work within the policies, procedures and guidelines of WDHS

 You must participate in the WDHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.

 You must ensure that the affairs of WDHS, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of WDHS.

 Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

 Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

 A Performance Review will occur within three (3) months of commencement, then annually taking account of the key roles and responsibilities outlined in this Position Description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

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| **APPROVALS** | ***Name*** | *Signature* | *Date* |
| **Divisional Head:** |  |  |  |
| **Department Head:** |  |  |  |
| **Employee:** |  |  |  |

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| **Position code:**  *People, Culture & Development Department use only* | **N\_PSA\_JD01** |
| **Date revised:**  *People, Culture & Development Department use only* | **Apr-11, Nov-12, Feb 13, Aug-16** |

**When revised please forward electronic copy to:**

**People, Culture & Development Department** [**email: people.culture@wdhs.net**](mailto:%20people.culture@wdhs.net)