

## POSITION DESCRIPTION

<b>Position:</b>	Patient Services Assistant
<b>Division:</b>	Support Staff
<b>Unit:</b>	Corporate Services
<b>Enterprise Agreement</b>	Victorian Public Health Sector (Health & Allied Services, Managers and Administrative Workers) Single Interest
<b>Reports to:</b>	Hotel Services Manager

### MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.




### VISION





Your Hospital – We care.

### MISSION

Improving the health and wellbeing of our community by providing quality health services, with care, compassion and skill.

### VALUES

 Responsiveness	<b>Responsiveness:</b> Providing frank, timely advice to the Government; high quality services to the Victorian community; and by identifying and promoting best practice.
 Integrity	<b>Integrity:</b> Being honest, open and transparent; acting responsibly; reporting improper conduct; and striving to earn and sustain public trust of a high level.
 Impartiality	<b>Impartiality:</b> Making decisions and providing advice on merit and without bias, favouritism or self- interest; objectively considering all relevant facts and fair criteria.

 Accountability	<b>Accountability:</b> Working to clear objectives in a transparent manner and accepting responsibility for decisions and actions.
 Respect	<b>Respect:</b> Treating others fairly and objectively; ensuring freedom from discrimination, harassment and bullying.
 Leadership	<b>Leadership:</b> Actively implementing, promoting and supporting these values. Leadership is about positive influence, inspiring and empowering others.
 Human Rights	<b>Human Rights:</b> Making decisions and providing advice consistent with human rights; and actively implementing, promoting and supporting human rights.

## POSITION SUMMARY

The primary role of the Patient Services Assistant (PSA) is to support patient care activities including cleaning and housekeeping, food and beverage, transporting and couriering and ward and patient support. PSA services may include areas such as emergency, x-ray, dialysis and other ward areas providing patient support services. Working with a diverse range of people, you are required to uphold Mildura Base Public Hospital values to ensure our patients and families are treated with respect and professional care.

All staff at Mildura Base Public Hospital should have, or aspire to the personal qualities, knowledge and skills as described in the Mildura Base Public Hospital Staff Capabilities Statement.

## KEY RESPONSIBILITIES AND DUTIES

Duties will include, but not limited to:

<b>Cleaning and Housekeeping</b>	<ul style="list-style-type: none"> <li>• Ward areas (including toilets, showers, bathrooms, lockers, shelving and infectious rooms etc.)</li> <li>• Handle patient laundry (including washing and drying of patient laundry)</li> <li>• General/administrative areas (including office, cafeteria, stairs and lifts etc.)</li> <li>• Terminal/discharge bed (re-)making (i.e. Carbolising)</li> <li>• Equipment and instruments</li> <li>• Damp and high dusting</li> <li>• Vacuuming</li> <li>• Mopping and buffing of floors</li> <li>• Spot cleaning</li> <li>• Rubbish removal</li> <li>• Linen removal</li> </ul>
<b>Food and Beverage</b>	<ul style="list-style-type: none"> <li>• Serving of meals to patients</li> <li>• Food transportation to and from the Ward</li> <li>• Basic food monitoring (e.g. Checking that food matches the order)</li> <li>• Replenish refrigerator and pantry supplies</li> </ul>
<b>Transport and Couriering</b>	<ul style="list-style-type: none"> <li>• Transporting patients between wards, departments and theatres</li> <li>• Transporting equipment between wards, departments and theatres</li> <li>• Couriering x-rays, specimens and patient records</li> </ul>

	<ul style="list-style-type: none"> <li>• Movement of deceased patients to the mortuary</li> </ul>
<b>Ward Support</b>	<ul style="list-style-type: none"> <li>• Checking of oxygen cylinders</li> <li>• Filling, distributing and collecting of water jugs and glasses</li> <li>• Delivery and maintenance of flowers</li> <li>• Replenish consumables to normal stock levels</li> <li>• Restocking of ward trolleys or cubicles</li> <li>• 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).</li> <li>• Message Taking</li> </ul>
<b>Patient Support</b>	<ul style="list-style-type: none"> <li>• Assist in the lifting and turning of patients (including into and out of wheel chairs and trolleys)</li> <li>• Assist in lifting and positioning of patients in bed, including by machinery</li> <li>• Assist with patient facial shaves and pre-operative shaves</li> <li>• Assist in the transportation of ambulant patients</li> </ul>

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Personal Qualities, Knowledge and Skills

- Demonstrates the ability to be caring and compassionate to a diverse range of individuals
- Uses initiative and is enthusiastic and motivated
- Physically fit
- Be a good listener and possess good written and verbal communication skills
- Able to work under limited supervision, individually and in a team
- Ability to effectively manage while operating under time constraints
- Able to work shift work including early morning, afternoon and night shifts as rostered

### Desirable

- Prior cleaning experience in Hospital or large commercial operations
- Manual handling techniques

## **MANDATORY REQUIREMENTS**

### **National Police Record Check:**

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

### **Working with Children Check:**

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

### **Disability Worker Exclusion Scheme (DWES) Check:**

Where applicable, completion of a clear Disability Worker Exclusion Scheme Check must be undertaken for all positions providing services under the NDIS. A DWES check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

### **Immunisation Requirements**

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

### **Drivers Licence:**

A current Victorian driver's licence is required for this position

*All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*