

POSITION DESCRIPTION

Position Title:	Patient Services Assistant
Business Unit/Division:	Support Services
Award Agreement:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Classification:	PS25
Employment Type:	FT, PT or Casual
Reports to:	Support Services Manager On shift: Nurse Unit Manager/ Nurse in Charge / PSA Supervisor
Date Prepared/Updated:	24 th September 2025

General Role Statement:

The Patient Services Assistant (PSA) plays an important role in assisting the Nursing teams with patient care, and is responsible for ensuring that the highest standards of cleanliness and hygiene are maintained throughout all areas of the hospital, particularly the wards and patient areas. The PSA also assists with patient transfers, equipment transfers and similar courier duties.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Support Services team provides a variety of services throughout the hospital, including cleaning, patient assistance, ward support and food services. Working within a greater patient support team, the PSA will contribute to the overall performance and smooth operation of the hospital, ensuring consistency with Northern Health's Values.

The PSA is responsible for:

- Providing friendly, courteous and professional support to all patients, visitors and colleagues.
- Maintaining a clean ward environment, ensuring that cleaning standards are adhered to at all times.
- Providing safe transportation of patients and equipment within the Hospital.
- Preparing and serving food for residents/patients.
- Providing laundry services in residential areas.
- Upholding patient confidentiality at all times.
- Compliance to Northern Health policies, procedures and Occupational health and safety requirements.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

PSAs must ensure that all wards and patient areas are maintained in a clean and hygienic state in accordance with the PSA Work Schedules and prescribed standards, this includes but is not limited to:

- Cleaning of patient/resident rooms. Cleaning will include but is not limited to: floor mopping/scrubbing, vacuuming, high dusting, damp wiping, and spot cleaning of all surfaces.)
- Assist with bed making, discharge room cleans and unscheduled cleans as requested by the Nurse Unit Manager or Nurse in Charge.

- Cleaning must occur in accordance with the hospital and infection prevention standards, and must be completed in line with Northern Health policies and procedures.
- Ensure waste is managed on all wards through collection and storage in designated collection points within the work area, ready for disposal.
- Ensure adequate linen is available on the wards and is stored neatly. Ensure soiled linen is placed into linen skips and taken to the designated Dirty Utility area for collection.
- Transportation of patients to and from other wards and departments on beds, trolleys or wheelchairs as appropriate.
- Transportation of equipment, pathology, medication, late meals, linen and other couriered items.
- Complete mortuary transfers.
- In some areas, under the direction of nursing staff, assist with lifting and positioning of patients.
- Ensure wards are stocked, stock is put away neatly and stock rooms are maintained and kept clean at all times.
- Ensure adequate supplies of paper towel, toilet paper, handwash, gloves etc. are maintained on each ward.
- Act as a member of the Emergency response team – respond to emergency codes in line with Northern Health guidelines.
- Attend to resident laundry in residential units – collect dirty clothing from rooms, wash, dry and return to resident's rooms.
- Prepare and serve food in some areas.
- Ensure a professional manner is maintained at all times when interacting with patients, visitors and colleagues.
- Engage with the Nurse Unit manager, Nurse in Charge and Medical teams on the ward to ensure tasks are completed as desired and priorities are met.
- Complete mandatory training in a timely manner and ensure updates are completed on going.
- All other ward support duties as directed by the Support Services manager/Supervisor, Nurse Unit Manager, Nurse in Charge or nursing team.
- Adhere to all NH safety, quality & risk policies and guidelines

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Certificate III in Health Services
- Food Handling Certificate (for PSAs working in residential units and serving food)
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.
- **All Key Personnel under the *Aged Care Act 1997* and related legislation, must complete an annual Key Personnel Suitability Assessment, notify MyChecks@nh.org.au within 14 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations – added if required from front page**

Experience

- A high standard of demonstrated experience in customer service.
- Ability to work as part of a team while also working with limited supervision.
- Demonstrated ability to work safely and within guidelines.

Knowledge, Skills and Behaviours

- A competent level of verbal and written skills.
- Demonstrated ability to work safely and within guidelines.
- Good communication and interpersonal skills.
- Physical capacity to perform all duties of the position.
- Ability to work in a manner which preserves patient confidentiality and dignity.
- Be flexible with working hours.
- Professionally groomed and presented in uniform at all times

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: