

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
- Mernda Community Hospital

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.

Essential:

- 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.



POSITION DESCRIPTION

Position Title:	Patient Services Assistant (PSA)
Business Unit/Division:	Surgical Services
Award Agreement:	Allied Health Professionals (Vic. Public Health Sector)
Classification:	PS25-Pat Serv Ass Lv2
Employment Type:	On Going Part Time
Reports to:	Director Operations – Surgical Services /Nurse Unit Manager/Associate Nurse Unit Manager/Registered Nurse/Enrolled Nurse/Theatre Technician Manager & Grade
Date Prepared/Updated:	07.04.2026

ROLE STATEMENT

General Role Statement:

Patient Services Assistants (PSAs) provide critical non-clinical support to ensure the safe, efficient, and timely delivery of perioperative services. Working collaboratively with multidisciplinary teams, PSAs contribute to optimal patient flow across the perioperative journey, including pre-operative, intra-operative, and post-anaesthesia care environments.

PSAs and Porters facilitate the effective day-to-day operation of theatres and procedural areas by coordinating patient transfers, supporting theatre readiness, and maintaining transport and equipment standards in line with organisational policies. The role is integral to minimising delays, supporting on-time starts and efficient list progression, and ensuring a safe, respectful, and patient-centred experience.

PSAs are responsible for maintaining a high standard of environmental readiness, including timely bed, equipment, and area preparation, and escalating any delays or issues that may impact patient flow or safety. Through consistent communication and teamwork, PSAs support clinical staff to deliver high-quality care in a fast-paced and dynamic environment.

This position is responsible for:

- Safe Patient transport within the operation theatres, wards and other areas of the hospital as required.
- Safe movement and positioning of patients (in conjunction with clinical staff);
- Transfer of waste and linen as required.
- Preparation of beds/trolleys
- Restocking linen / blanket warmers and consumables (fluids, masks, gloves)
- Medical gases, supplying, changing over, restocking
- Efficient transport of other items including (but not limited to) pharmacy, pathology specimens, test materials, consumables, patient belongings and equipment, including loan sets
- Work within scope of practice in all areas as and when departmental needs arise
- Mortuary transfers
- Maintain nominated areas in a clean state in accordance with the specified work schedules, cleaning systems and infection control guidelines inclusive of bathroom facilities.

- Remove any unnecessary equipment/materials that could be potential safety hazards e.g. personal items or those that are incorrectly or unsafely stored, could cause tripping etc.
- Prepare partners for caesareans
- Report identified maintenance findings in the hospital to nursing staff
- Demonstrate appropriate customer service skills in line with the Northern values and behaviours
- Demonstrate a commitment to a “Service First” approach to all service delivery
- Contribute to quality improvement initiatives where applicable.
- Manage clinical waste, rubbish and linen within the Perioperative environment and ensure correct transport and disposal
- Ensuring all Perioperative areas/equipment are cleaned as per Infection Prevention Standards and cleaning schedules
- Understanding and compliance of Asepsis within the Perioperative Environment
- Transport Patients
- Cleaning of hoists between CSSD and GOT as per cleaning schedule and when required
- Ongoing training for processes, procedures and equipment
- Contribute with written and verbal Clinical Documentation under RN supervision
- Additional Duties as directed
- Transport of CSSD instrument case/list carts
- Cleaning and tidying of the tearoom, including unloading of the dishwasher and cleaning the fridges.

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

Leadership

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based. You are expected to participate in the personal development process on an annual basis.

Strategic and Project Management Leadership

A Performance Review, that includes agreed targets, will occur six (6) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

Organisation-Wide Contribution

As a staff member of Northern Health staff are required to comply with Northern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Northern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the Northern Health priorities. Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

Diversity and Inclusion

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

Innovation and Culture Change

Staff within Peri Operative Services are required to constantly look for areas of improvement and change. Staff are encouraged to review processes and escalate ideas to promote safe patient care, operational efficiency and staff satisfaction. Staff are asked to contribute to an environment that promotes a positive work culture and escalate concerns or issues that fall outside of what is acceptable.

SELECTION CRITERIA

Qualifications, Registrations and Qualities

- Essential
- Must hold a Certificate 3 in Patient Services awarded by a registered training organisation or equivalent qualification.
- Current National Police and Working with Children History Check
- A person appointed to the position who is new to Northern Health, shall undergo a mandatory 3 months orientation under the indirect supervision of a senior theatre technician and/or nursing staff.
- Shall operate with autonomy and accountability.
- **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

- Must have 12 months experience working in a theatre environment at time of appointment

Knowledge, Skills and Behaviours

- Knowledge must be equal to what is acceptable and outlined at the classification of employment.
- Understand and participate in learning associated with equipment and devices required to be operated as part of the PSA role such as automatic/electronic bed movement devices, e.g., guzunda, stamina lift.
- Complete mandatory training in the required time frame as set out by Northern Health.
- Behaviour must align with the Northern Health values of Kind, Safe and Together.

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: