



GV Health

Goulburn Valley Health Position Description



CREATE. Outstanding.

Position Title:	Patient Services Assistant – Level 2
Reports to:	Environmental Services Officer
Department:	Environmental Services
Directorate:	Corporate Support Services
Cost centre:	R0002
Code & classification:	Patient Services Assistant Grade 2 (PS25)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and it’s successors, and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.



CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Patient Service Assistant (PSA) is responsible for providing a high standard of patient support services to all areas of GV Health. The PSA will perform their role in maintaining a high standard of cleanliness in accordance with Infection Control and Department of Health standards as well as provide timely and responsive transportation of patients. The PSA is required to perform duties in accordance with approved duty routines, task procedures and frequencies and undertake any other duties within their capabilities as requested by the Nurse Unit Manager/Business Services Manager or their delegates.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider whilst at all times adhering and promoting GV Health values "Together we create our future".

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Work as part of a client focused team, and assist colleagues as required
- Understand reporting lines within the organisation
- Adhere to all relevant GV Health policies and procedures
- Undertake cleaning and housekeeping duties as required and in accordance with documented schedules which adhere to procedures as defined by Infection Control and Cleaning Standards for Victorian Public Hospitals
- Undertake transport and courier duties, including patients, linen, equipment, messages, pharmacy and pathology, and mortuary duties
- Provide ward support, including maintaining consumables for work area, replacing gas cylinders
- Under direction and with appropriate training, assist with patient restraint as required.
- Respond to all emergency codes as appropriate.
- Provide patient support, by assisting with lifting, turning and positioning of patients, and transportation of patients
- Transport food, food supplies and beverages to and from the kitchen and to patients as required
- Make patient beds
- Assist only in the cleaning of bodily fluids
- Carry portable telephone and respond to requests in a timely manner
- Receive and convey messages as required
- Advise Environmental Services Officer of any maintenance issues that require addressing
- Assist new staff assimilate into the Department
- Participate in continuing professional development programs

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public



- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS:

- Complete any documentation pertaining to cleaning schedules and audits as per Department of Health Cleaning Standards within the allocated timeframe and complete any rectification issues.
- Deliver any reports to the Environmental Services Officer within the required time frame
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Complete and submit leave requests as per GV Health policy and procedure
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Flexibility to work a combination of shifts covering Morning, Afternoon, Evening and nights. These shifts may involve rotating rosters including weekends and public holidays.
- Good communication and interpersonal skills
- Previous experience in a similar role e.g. commercial cleaning
- Ability to prioritise workload within policies, guidelines and procedures

- Able to work effectively as part of a team, with a focus on customer service
- Satisfactory National Criminal History Record Check prior to commencement of employment
- Hold a Certificate III in Health Services Assistant and relevant work experience
- Satisfactory National History Criminal Record Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment
- Evidence of full vaccination against COVID-19 and Influenza

Desirable

- Previous experience in similar role

Inherent Requirements

GV Health has a duty of care to all employees. 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 the safety of others.

The role may require the following tasks among other things:

MAINTENANCE, ENVIRONMENTAL SERVICES & FOOD SERVICES
<ul style="list-style-type: none"> ▪ food handling ▪ manual handling (pushing, pulling, lifting) ▪ generic maintenance work, working at heights ▪ generic outdoor work ▪ operating machinery ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ working at other locations may be required ▪ shift work in some roles ▪ waste handling ▪ driving motor vehicles ▪ dealing with anxious or upset consumers or members of the public ▪ Exposure to substances and hazardous materials

Reviewed by	Manager – Corporate Support Services
Issued	March 2024
Reviewed	March 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.



GV Health



CREATE: Outstanding.

- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

____/____/____

(Print Name)