

Position Title: Patient Services Assistant (PSA)
Campus: Ballarat
Directorate: Acute Operations
Department: Emergency
Reporting to:
Direct Reports: Nurse Unit Manager of ward/Department
 Program Director of relevant Directorate

Appointment Terms/Conditions:

Classification and Code: Patient Services Assistant Level 1 or 2 (**PS21/PS25**)
Enterprise Agreement: Health and allied services, managers and administrative workers (Victorian Public Sector) (Single interested Bargaining Agreement)

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

- Demonstrates ability and motivation to undertake assigned duties to achieve required tasks relevant to the position within the designated area
- Accepts responsibility for efficient completion of tasks under the direction of the Nurse Unit Manager or delegate
- Facilitates and coordinates the portering service of patients and equipment to the designated area in consultation with the Nurse Unit Manager or delegate and the clinical ward staff
- Promotes efficient teamwork and service provision both within the unit and throughout the organisation
- Acts in a professional manner and provides a prompt and courteous service at all times

KEY ACCOUNTABILITIES

Achieving Results, Innovation and Driving Change to Deliver High Quality Patient Care

- Maintains a customer focus and professional presence in the designated area
- Complies with clinical standards relevant to the work environment
- Ensures educational opportunities are relevant, practical and timely according to the identified needs of the designated area
- Maintains currency of knowledge through attendance and participation in relevant courses and conferences where applicable
- Participates in skill development opportunities relevant to the designated area

Key Performance Measures

- Participates in the orientation of staff as directed by the Nurse Unit Manager or delegate
- Engages with all key stakeholders to ensure delivery of person-centred services

Business and Financial Acumen

- Works within the allocated budget for the designated area under the direction of the Nurse Unit Manager or delegate
- Utilizes resources responsibly and in a cost-effective manner

Key Performance Measures

- Ensures resources used are appropriate and not wasted

Critical Thinking and Decision Making

- Is adaptable to continuous change within the work environment
- Prioritizes and plans workload according to needs of the designated area

Key Performance Measures

- Demonstrates clear and concise communication with the Nurse Unit Manager or delegate regarding workload
- Reviews priorities on a regular basis in consultation with the Nurse Unit Manager or delegate

Interpersonal Communication, Influence and Leadership

- Practices within the vision, mission and values of Ballarat Health Services
- Develops and maintains good working relationships with colleagues
- Maintains effective communication systems within the work environment

Key Performance Measures

- Demonstrates ability to adapt within different working environments and those within it
- Observation of practice demonstrates courteous and respectful communication with all stakeholders

Managing Performance

- Demonstrates a person-centred care and respectful approach to patients, visitors and staff

- **Key Performance Measures**

- Individual and external stakeholders are able to function in a cohesive environment that is mutually beneficial and serving the needs of the organisation.

Planning and Priority Setting

- Cleans patient areas, equipment and dirty utility room in the Ward as required according to agreed standards and maintain overall standard of tidiness in the designated area
- Assists the Ward Assistant with cleaning beds when required as directed, to allow for new patients to be admitted
- Attends to general housekeeping duties as required by the Ward, including patient beverages and collection of daily supplies and newspapers
- Cleans equipment as directed
- Transports specimens to pathology department
- Couriers equipment, medication and blood products according to hospital protocol as directed

Key Performance Measures

- All delegated duties are attended to in a timely manner
- Demonstrates clear and concise communication to the Nurse Unit Manager or delegate relating to timely flow and blocks to achieving patient transfers

Quality, Safety and Risk Management

- Promotes a safe and healthy workplace and takes all reasonable care for personl safety and the sfatey of colleagues, patients, their families and carers
- Manages work practices in accordance with award agreements and entitlements
- Actively participates in and supports quality improvement activities
- Complies with Ballarat Health Services integrated Risk Management framework
- Actively participates in the National Safety and Quality Health Standards and assists with preparation for health service accreditation process as directed by the Nurse Unit Manager or delegate

Key Performance Measures

- Ensure all hazards and risks are reported
- Demonstrates participation in quality improvement activities based around patient centred care

Self-Management

- Demonstrates a positive attitude to the agreed role and responsibilities
- Maintains and be involved in knowledge and skill development opportunities
- Ensures completion of an annual performance review in accordance with Ballarat Health Services Staff Development Program

Key Performance Measures

- Demonstrates accountability and responsibility for 100% completion of mandatory and organizational competencies/e-learning
- Completes a meaningful Annual Performance Development review in a timely manner
- Maintains resilience through stressful situation

Organisational Requirements

- Compliance with all BHS Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Participation in the BHS 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 colleague

- You must ensure that the affairs of Ballarat Health Services, 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 Ballarat Health Services.
- At BHS we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst BHS employees.
- BHS is committed to a patient/client centred approach in the provision of health care and services, consistent with the BHS values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues

KEY SELECTION CRITERIA

- Demonstrates good interpersonal skills and be able to respond and relate to medical, nursing and allied health staff
- Demonstrated high level communication and interpersonal skills
- Demonstrated ability to be involved with change management processes and be supportive with the implementation as directed by the NUM
- Demonstrates interest in improving knowledge by being willing to participate in relevant courses and/or education sessions

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management 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 colleague.
- You must ensure that the affairs of Grampians Health, 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 Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural,

ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.