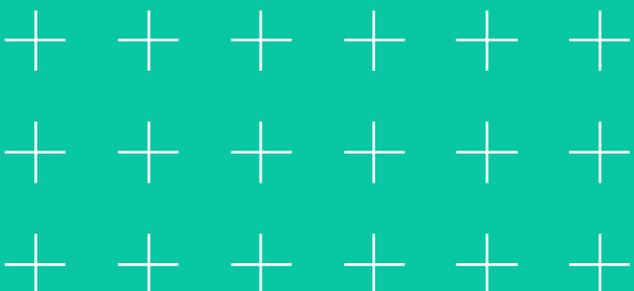




**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

**Join The Royal
Melbourne Hospital's
NorthWestern Mental
Health Service**



Position Description

Patient Services Assistant



About The Royal Melbourne Hospital

As one of Victoria's largest public health services, the Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Our Vision

Advancing health for everyone, every day.

The Melbourne Way

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Our Priorities

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone, every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Patient Services Assistant
Service:	Orygen Youth Health
Location:	Orygen Youth Health - Footscray
Reports To:	Nurse Unit Manager
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2016–2020
Classification:	Patient Service Assistant Level 1 (PS30)
Immunisation Risk Category:	Category A
Date of Review:	January 2021

Position Purpose

- Responsible for the provision of an efficient ancillary patient care service
- With day to day functional reporting to the Nurse Unit Manager or their representative, he/she is required to undertake a wide range of duties to ensure that a high standard of cleanliness and hygiene is maintained throughout all areas of the ward, including the intensive care area, and the kitchen

Department Description

- Orygen Youth Health provides specialist mental health services for young people aged between 15 and 25 years of age who reside in the Western and NorthWestern regions of Melbourne
- Clinical services are provided to young people with mental health disorders within the community and within an inpatient unit setting, for episodes of serious mental disorder

Key Accountabilities – Position Specific

- Successful completion of required mandatory training activities, including training related to the National Standards;
- Acceptance of accountability for all reasonable care to provide a safe working environment within your area of responsibility and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.
- Compliance with Health Service and Divisional specific Regulations, Melbourne Health Policy & Procedures, Code of Conduct and the by-laws and Policies and the ethical standards of the profession.
- Acceptance of responsibility for Continuing Professional Development (CPD) of self that is aligned with the practice domains endorsed by NWMH, as part of Melbourne Health, and actively keep a CPD portfolio as required by the standards of your profession.
- Compliance of clinical governance, legislative and documentation requirements, (e.g. Clinical Review discussions, completion of relevant documentation compliant with requirement of the Mental Health Act 2014).
- Accept accountability to ensure that all clinical information is documented and stored in compliance with the Victorian Health Records Act 2001.
- Participation in formal performance and annual discussion review processes.
- Operate within the legal frameworks e.g. Mental Health Act and Privacy Act.
- Meals and Refreshments



- Plating of food and distributing meals to the clients, including assisting the client to open containers and packages; giving out serviettes
- Collecting trays from the clients and returning trays to the kitchen area
- Washing up and storage of crockery, cutlery and equipment
- Preparing and distributing snack meals, such as suppers, teas, salads and sandwiches
- Cleaning ward refrigerator, kitchen and ward dining facility
- Undertake all food related duties in accordance with Food Hygiene and current food legislation requirements
- Ensure floors and workbenches are clean and dry
- Prepare meal trays in advance for the following meal or shift (as appropriate)
- Perform re-stocking and ordering of food items as required
- Menus and ordering of meals by the evening PSA's
- Preparation, handling, storage and transport of food which complies with food hygiene requirements
- Take meal orders/preferences from patients
- Ward Support Activities
 - Caring for water jugs and glasses – empty, wash with soap and water, refill and return
 - Ensure floors, bedside lockers and over bed tables are clean and dry.
 - Delivery and maintenance of patients' flowers, newspapers, gifts etc.
 - Thoroughly clean bed; bed areas and remake beds post patient discharges.
 - Facilitate handling of personal clothing for laundry
 - Ensure all storage facilities are stocked to their correct levels, and perform restocking as required
 - Removing linen for external collection
 - Ensure equipment is cleaned and stored safely.
 - Ensure all areas are clean and tidy. Spot clean as required
 - Transport urgent blood and pathology specimens to medical centre if requested by the Nurse in charge
 - Assist with Portaging needs as required
- Cleaning Duties
 - Removing waste material for external collection
 - Mopping floors
 - Vacuuming carpets
 - Spot cleaning
 - Cleaning rooms, such as bathrooms, showers, utility rooms, recreation rooms, office areas, meeting areas, TV's and tables
 - Cleaning of Intensive Care Area (East) and associated bedrooms / recreational areas
 - High and Low dusting, both damp and dry
 - Ensure patient recreational areas are clean
 - Ensure hand-washing facilities are clean and well stocked
 - Maintain support service areas (clean utility areas, pan rooms, medication room, kitchen, storage facilities, nourishment stations and clerical areas) to ensure all areas are clean and tidy
 - Perform ordering and restocking of cleaning products as require
 - Ensure cleaning equipment is cleaned and stored safely
 - Undertake special cleaning duties such as bed screens, shower chairs and all trolleys in general use
- Knowledge & Experience required to fulfil this position
 - The ability to work as a team member in a multidisciplinary environment
 - Highly developed interpersonal skills
 - The ability to accept direction



- Initiative in prioritising workload
- Concise written and verbal communication skills

Key Relationships

Internal

- Support Services Staff
- Melbourne Health Executive
- Managers / Department Heads
- Nurse Unit Manager
- ANUM
- Nursing Staff
- Other PSA staff
- Human Resource / People & Culture
- OH&S Consultants
- IPSS
- Patients & Relatives

External

- Visitors
- Community
- Supply & Repair Contractors

Selection Criteria

Formal Qualification(s) & Required Registration(s):

- Certificate III in Health (Patient Services)

Essential:

- Certificate III in Health (Patient Services)

Desirable:

- Certificate in Food Hygiene for Food Handlers (or equivalent).

Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;



- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.



Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please PRINT IN CAPITALS)

Date (day/month/year)