



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## **Patient Service Assistant – Night Shift**

0.7 FTE- 56 hours per fortnight

An excellent opportunity awaits for a reliable, self-motivating and professional person to join our Support Services Team at Swan Hill District Health. This position will include on-site on the job training, with some weekend work required. The successful applicant will become an integral part of our cleaning and Patient Services Team.

### **About the role:**

The Successful applicant will be required to carry out multiple aspects of cleaning and patient transfers across Swan Hill District Health. Key aspects of this role include, but are not limited to:

- Patient transfers
- Cleaning of Day Procedure Unit, Emergency Department and Radiology
- Dirty Linen collection
- Actioning phone calls for Patient Service assistance across SHDH
- Infection/COVID Cleaning
- Night and weekend hours will be required as part of this role

### **Key Selection Criteria**

- Basic computer skills
- Ability to communicate effectively with consumers and staff
- Excellent customer service
- Shows initiative and is able to prioritise
- Highly motivated individual with the ability to work as a team or autonomously
- Willingness to perform routine repetitive tasks on a continuous basis
- Ability to follow direction and perform tasks with due consideration to the consumers in the vicinity
- Available to work a rotating roster completing evening shifts (This includes some weekends).
- COVID 19 Vaccination Certificate
- Immunisation history

### **About You:**

- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2022 Flu Vaccination, Serology evidence of immunisation status

**About us:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

**To apply for this position:** email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to [employment@shdh.org.au](mailto:employment@shdh.org.au).

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Enquiries about this role should be directed to Toni Saunders, Support Service Manager, Ph: (03) 5033 9297 or E: [tsaunders@shdh.org.au](mailto:tsaunders@shdh.org.au)

***Closing date: 25<sup>th</sup> November 2022***

*Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.*



<b>Position:</b>	<b>Patient Services Assistant – Level 1</b>
<b>Classification:</b>	PS21
<b>Department:</b>	Support Services
<b>Reports to:</b>	Support Services Manager.
<b>Position Summary:</b>	Patient Services Assistant
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Priorities work within outlined established routines, methods and procedures</li> <li>• Required to undertake specific on the job training and/or relevant skills training</li> <li>• When required works under direction from nursing staff and/or supervisors</li> <li>• Is responsible for work performed with a limited level of accountability and discretion to alter processes or procedures</li> <li>• Works under limited supervision, either individually or in a team</li> <li>• Possesses and uses sound communication skills</li> <li>• Auditing to cleaning standards.</li> </ul> <p><b>Indicative Tasks may include:</b></p> <ul style="list-style-type: none"> <li>• Cleaning of ward areas (including toilets, showers, bathrooms, lockers, shelving and infectious rooms)</li> <li>• Vacuuming and mopping of rooms, ward areas including passageways and stairways.</li> <li>• Clean baths, showers basins and toilets.</li> <li>• Keep cleaners' room and equipment in good order.</li> <li>• Polishing and buffing of floors</li> <li>• Terminal/discharge cleaning and re-make (Carbolisation)</li> <li>• Transporting equipment between wards departments and theatres</li> <li>• Couriering x-rays, specimens and patient records</li> <li>• Checking of oxygen cylinders</li> <li>• Transporting patients between wards, departments and theatres</li> <li>• Under direction, and with appropriate training to assist in patient restraint. This may include code blue and other emergencies as part of a hospital response team</li> </ul>
<b>Key Selection Criteria</b>	<p><b>Necessary aptitude:</b></p> <ul style="list-style-type: none"> <li>• Willingness to perform routine repetitive tasks on a continuous basis.</li> <li>• Ability to accept supervision from a number of persons and complete tasks despite frequent interruptions.</li> <li>• Ability to perform tasks with due consideration for patients in vicinity.</li> <li>• Some initiative involved in determining cleaning to be performed.</li> <li>• Work under close supervision performing simple standardised tasks.</li> <li>• Ability to prioritise duties</li> </ul> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>• Must know how to use common cleaning devices such as vacuum cleaners, mops and floor polishers.</li> <li>• Must be willing to become familiar with physical arrangements of building and standard procedure for cleaning floors, walls and fittings.</li> <li>• Must be willing to attain basic knowledge of infection control and emergency procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be capable of learning meal plating and dishwasher procedures.</li> <li>• Must be willing to undertake any specialised training to meet the requirements associated with role</li> <li>• Current Police Check</li> <li>• COVID 19 Vaccination Certificate</li> <li>• Working with Children Check</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers)</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers Agreement
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b> SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for your safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>• Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	Dec 14, March 17, Sept 2018, Jan 2021, March 2021
<b>Current:</b>	March 2022
<b>Managers Name:</b>	Toni Saunders
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



## Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

## Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

**Disclosure advice: - (to be completed by the applicant)**

---

---

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

**Signature of applicant:** \_\_\_\_\_ **Date:** ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

**Enquiries:**

Email address: [employment@shdh.org.au](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585