



POSITION DESCRIPTION

Name:	PSA
Commencement / Last Date Reviewed:	April 2018
Reviewed By:	Support Services

ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
PSA Cleaning Support/Food Support	Support Services	ED Based	NIL
Location	Employment Type	Reports To	Professional Accountability
Wangaratta	Full Time/ Part Time/ Casual	General Services Team Leader	NHW

OUR VISION

To Be Recognised Leaders In Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

The primary role of the PSA is to maintain a high standard of cleaning, support linen services and to assist with meal and beverage delivery and service throughout the organisation and its annexes.

The Ward Based PSA will also to carry out other duties as directed in accordance with the Health Service requirements and which relate to PSA classification descriptors within the **Victorian** Public Health Sector (Health Professionals, Health And Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement.



RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	RESPONSIBILITY
Core Role	<ul style="list-style-type: none"> - To provide timely delivery and support of cleaning, linen and meal and beverage services across all departments and units at Northeast Health Wangaratta. - To provide bed/room cleaning support to the ward area in which allocated, as per roster following patient discharge. - To ensure that all linen stock in all wards is maintained and adequate in relation to the requirements of specific ward areas - To assist in the delivery of Meals, beverages and in-between snacks and supplements to patients within the ward areas. - To collect patient trays, crockery and utensils following meal and in-between meal services and return to the kitchen area for washing. - To ensure that Food Safety Program requirements are maintained and that meal and beverage services are provided in an accurate and timely manner to patients. - To ensure a clean, safe and hygienic environment is maintained to the required level at all times as per the Victorian Cleaning Standards for Public Hospitals . - Provide team support to other ward areas dependant of activity to ensure that required cleaning, food and beverage services are achieved in a timely manner. - Follow task details specific to the work area in which you are allocated. - Maintain all relevant documentation as required and determined by the area of work
PSA - Cleaning Support	<ul style="list-style-type: none"> - To perform cleaning services within the ward area specific to (but not limited to) - Final Cleans (discharge, infectious cleaning, as examples) to support bed cleaning and making, bathroom cleaning, utility room cleaning, vinyl and soft floor maintenance, waste collection, patient mattress maintenance and cleaning; as examples - this is known as 'dirty cleaning'. All cleaning performed to the required standard of cleaning as per the Victorian Cleaning Standards for Public Hospitals. - To ensure that all linen stock in all wards is maintained and adequate in relation to the requirements of specific ward areas - To assist in the delivery of Meals, beverages and in-between snacks and supplements to patients within the ward areas.(Predominately this may include - Breakfast trolley pick up from the kitchen, delivery of Breakfast trays and beverages, support lunch meal delivery along with tray, trolley, utensil collection and return to the kitchen area, as an example).
PSA - Food Support	<ul style="list-style-type: none"> - To assist with cleaning services within the ward area specific to (but not limited to) - ward tidy rounds, bed cleaning and making, sterile stock rooms, pantry areas, dining and staff meal areas, patient mattress maintenance and cleaning, vacuuming soft floors; as examples - this is known as 'clean cleaning'. All cleaning performed to the required standard of cleaning as per the Victorian Cleaning Standards for Public Hospitals. - To ensure that ward pantries are suitably stocked, cleaned and maintained throughout the day. - To assist in the delivery of Meals, beverages and in-between snacks and supplements to patients within the ward areas.(Predominately this may include - Breakfast pick up, Morning Tea delivery, Water jug delivery, Lunch delivery, Afternoon tea, evening meal delivery and supper preparation as an example)
Employee Obligations, Safety & OHS	<ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment. <p>KPI</p> <ul style="list-style-type: none"> - Completes all mandatory competency training as required by NHW - Utilise Riskman in the recording of incidents and near misses in accordance with NHW policy



WORKING RELATIONSHIPS

INTERNAL

- Nursing Staff
- NHW staff Members
- Support Staff

EXTERNAL

- Patients and Visitors

KEY SELECTION CRITERIA

Essential

- Must possess PSA Certificate III
- Be available to work Day, Afternoon and Night shift including weekends.
- Adhere to the NHW confidentiality policy.
- Ability to comply with the NHW Standards Of Behaviour

Desirable

- Experience within the Health Industry
- Relevant cleaning experience.
- Relevant Food Service experience.

All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas



Standards of Behaviour

Above the line
Our staff will always:

Below the line
Our staff will not:

Caring

Show compassion to all people
 Demonstrate empathy and understanding
 Work as part of the team
 Mentor others
 Provide encouragement to others
 Care for others the way they would like to be cared for themselves

Be disrespectful
 Be self-centered
 Have inappropriate conversations with others
 Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
 Have the courage to question what we do
 Persevere to do the best job they can
 Strive continuously to improve
 Be professional and enthusiastic
 Maintain customer focus

Give up
 Demonstrate a 'can't-do' attitude
 Accept mediocrity
 Be unreliable
 Pass the buck
 Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
 Listen to others and accept differences
 Be punctual
 Respond courteously
 Greet all people by saying hello, smiling and introducing themselves
 Be culturally informed and sensitive
 Respect diverse opinions

Be sarcastic
 Bully, harass or display aggression
 Be judgmental
 Withhold information
 Contribute to rumours
 Leave an untidy workplace

Integrity

Be open and honest
 Lead by example
 Be responsible and accountable for their own actions
 Stand up and take action
 Escalate issues or behaviors of concern

Be arrogant
 Be dishonest
 Be hypocritical
 Avoid responsibility
 Allow unacceptable behavior

Fairness

Demonstrate consistency
 Treat people equally
 Be considerate and understanding
 Be collaborative and collegial

Discriminate against others
 Demonstrate favoritism and exclusion
 Refuse to assist others with their workload

Acknowledged By Employee

Name

Date

Signature