

Position Description

Position Title:	Patient Services Assistant
Reports to:	Hotel Services Supervisor
Department:	Wanyarra – Inpatient Unit
Directorate:	Community Care & Mental Health
Cost centre:	H0002
Code & classification:	Patient Services Assistant, Level 1 (PS30)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2020 – 2024 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The Patient Services Assistant will prepare and organise quality meal service to clients of the GVAMHS Inpatient Unit (Wanyarra) maintaining standards of hygiene and work practice as documented in the Catering Department's Food Service Safety Program Manual. This position will assist with routine cleaning and completing the maintenance schedule, which ensures a clean and hygienic environment for clients and staff in both the GVAMHS inpatient and community buildings.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Ensuring that all duties undertaken comply with relevant GVH policies, documented departmental procedures, quality standards, and legislative requirements
- Undertaking or participating in regular quality monitoring activities, documenting and reporting findings to the Supervisor as required.
- Helping to provide a safe working environment in line with Occupational Health & Safety guidelines, and for taking those steps necessary to ensure personal safety for self and others in the performance of any duties.
- Actively participate in the Wanyarra team, ensuring a high level of Food and Domestic Services and customer service is provided at all times.
- Be aware of reporting lines within the unit act to ensure clear communication of issues occurs, as appropriate.
- Assist clients with menu selection.
- Prepare meal service for clients, including breakfast, lunch and tea, and morning and afternoon tea.
- Assist with meal service to clients.

- Prepare beverages and special dinks that may be required.
 - Accurately record Food and Domestic Services related client information and report abnormalities.
 - Identify issues suitable for quality improvement activity projects.
 - Actively participate in Food and Domestic Services audits, or other related activities as appropriate.
 - Demonstrate good use of problem-solving techniques.
 - Work within/enhance the Food and Domestic Services team structure.
 - Participate in employee performance and development review processes.
 - Participate in change management initiatives within the inpatient unit, as appropriate.
 - Liaise with Production Kitchen concerning menu requirements.
 - Undertake online stores ordering and Engineering requisitioning activities as required.
 - Ensure pertinent information is communicated to other staff members on the Wanyarra program team as required and to others if necessary, taking account of the need to ensure appropriate privacy and confidentiality is maintained on behalf of the patient.
 - Ensure all communications (regardless of the mode of communication) containing patient information are undertaken in accordance with GV Health and GVAMHS policies and procedural guidelines regarding privacy and communication of clinical information
 - Undertake data collection and entry, as required to ensure smooth operation of inpatient unit domestic services functions.
 - Participate in continuing professional development programmes, either internally or externally. Participate as appropriate in professional development of self-skills and knowledge, and maintain professional skills to an acceptable level.
 - Participate in employee performance and development review process.
 - Undertake emergency procedure training every 2 years, an annual CPR update and manual handling training as required.
 - Receive and store food and other products appropriately.
 - Ensure that the kitchen is maintained in a clean and tidy manner.
 - Clean all equipment, fixtures and fittings within the kitchen area.
 - Operate the dishwasher and other kitchen equipment.
 - Perform general cleaning duties, including, vacuuming and shampooing of carpets, dusting, sweeping and mopping of floors.
 - Maintain and clean bed screens and curtains.
 - Clean toilets, showers, and pan rooms.
 - Collect and dispose of waste, including infectious waste.
 - Clean furniture, fittings, fixtures and equipment.
 - Ensure adequate stocks and supplies, including cleaning products, toilet and bathroom products, etc.
 - Order and maintain adequate supplies of general linen from the Linen Service.
 - Collect used linen and deliver to the collection point for the Linen Service.
 - Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
 - Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
 - Carry out duties as per the relevant duty routine.
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KEY SELECTION CRITERIA

Essential:

- Have relevant skills or experience as a Patient Services Assistant or similar role
 - Understand correct safety and hygiene practices
 - Possess excellent communication and interpersonal skills
 - Ability to work in a team environment
 - Ability to work with minimal supervision
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- 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;

- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Corporate Services	Patient Service Assistant
Reviewed by:	Manager – Corporate Support Services
Issue Date:	May 2025

ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite 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.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)