

Position Description

Position Title:	Patient Services Assistant
Reports to:	Hotel Services Team Leader - Waranga
Department:	Waranga
Directorate:	Clinical Operations
Cost centre:	R0154
Code & classification:	Level 1 (PS21)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 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 Assistants provide food and cleaning services to patients, residents, visitors and staff of Waranga Health. The role also includes but is not restricted to other general duties such as food handling storage, waste and chemical management and ward support.

The Patient Services Assistants ensure that cleaning will reduce the risk of infection at the required standards, and food assistant tasks achieved in accordance food safety plan.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- **Specialist Knowledge**
 - Provision of quality food services to all customers whilst maintaining financial targets
- **Food handling and storage**
 - Ensure that all food stuffs are prepared and stored appropriately
 - Monitor expiry dates of all consumables
 - Ensure correct storage of refrigerated and non-refrigerated goods
 - Monitor storage of refrigerated and non-refrigerated goods.
 - Implement food handling principles and prevention of contamination as per the Food Safety Plan
 - Review food return and wastage and take corrective action

- Maintain the highest standard of cleanliness in the kitchen as per the Food Safety Program, through kitchen organisation i.e. cleaning of benches, special cleaning duties and kitchen organisation
- Ensure all areas are cleaned following procedures as defined By Infection Control and Department of Human Service Standards
- **Meal preparation and serving**
 - Assist in the hygienic preparation of beverages
 - Assist with the meal serving
 - Ensure the presentation of meals meets standards
 - Use tray covers in accordance with procedure
- **Food and beverage serving**
 - Serving of meals to patients
 - Food transportation to and from the Ward
 - Basic food monitoring (e.g. Checking that food matches the order)
 - Replenish refrigerator and pantry supplies
 - Ensure that food and beverages are served to the client at an optimal temperature
 - Strive for the achievement of excellence in food and beverage service
 - Understand the channels of communication regarding food service
 - Ensure the appropriate operation of the automatic detergent unit
- **Cleaning and Housekeeping:**
 - Ward areas (including toilets, showers, bathrooms, lockers, shelving and infectious rooms etc.)
 - Handle patient laundry (including washing and drying of patient laundry)
 - General/ administrative areas (including office, cafeteria, stairs and lifts etc.)
 - Terminal/discharge bed (re) making (i.e. Carbolising)
 - Equipment and instruments
 - Damp and high dusting
 - Vacuuming
 - Mopping and buffing of floors
 - Spot cleaning
 - Rubbish removal
 - Linen removal
- **Dishwashing responsibility**
 - Ensure the correct procedure is followed for the hygienic washing of all crockery, utensils and equipment
 - Collect and sort crockery and pots
 - Load and unload dishwasher
 - Operate the dishwasher
- **Waste management/chemical management**
 - Understand the different types of waste management
 - Demonstrate knowledge of waste separation
 - Ensure waste handling precautions are followed
 - Understand the procedure for removing waste
 - Ensure the safe storage of chemicals
 - Demonstrate knowledge of type and use for all dining room and kitchen chemicals

- Take precautions with the safe handling of chemicals
- Understand the operation of the automatic detergent unit
- Ensure liaisons and communication with staff and develop team participation
- Ensure correct hand washing procedures are carried out and protective clothing is worn

- **Transport and couriering**
 - Transporting patients/residents between wards
 - Couriering of x-rays, specimens and patient records

- **Ward Support**
 - Filing, distributing and collecting of water jugs and glasses
 - Delivery and maintenance of flowers
 - Replenish consumables to normal stock levels
 - Restocking of ward trolleys or cubicles
 - 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 routines

KEY SELECTION CRITERIA

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

Essential:

- Must hold a Food Handlers & Hygiene Certificate
- Ability to deliver quality food service
- Excellent communication skills
- Good understanding of infection control relevant to hospital standards
- Ability to prioritise tasks
- Strong commitment and responsiveness to customer needs
- Demonstrated ability to work harmoniously within a team environment
- Flexibility to work all rostered shifts: am, pm, weekends and public holidays
- Evidence of full immunisation against Influenza
- Satisfactory National Disability Insurance Scheme Worker Screening Check prior to commencement of employment
- Satisfactory Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Desirable:

- Chemical management qualifications
- Manual handling qualifications
- Experience in Health Care Services
- Knowledge of working in a commercial kitchen

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintains cleaning to the standards required.
- Provided food assistant per food safety plans
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
 - Develop and maintain collaborative relationships with all other teams and professionals;
 - Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - 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 and maintain all 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;
 - Comply with requirements of the 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 Victorian Department of Health Victoria;
 - Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
 - In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.
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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 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.

Clinical Operations

Patient Services Assistant

Reviewed by:

Team Leader - Hotel Services Waranga

Issue Date:

June 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](#)