



ABN 47 194 169 847

Position Description:
Personal Services Attendant

8 Centreway Keilor East VIC **Head Office** 3033 Ph: 03 9365 1755
2 / 24 Lakeside Drive Burwood East VIC 3125 Ph: 03 9210 4999
607 Elizabeth Street Melbourne VIC 3000 Ph: 03 9321 5700

Email: alpha@alphaservices.com.au
Web: www.alphaservices.com.au

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| Classification: | Grade 2 Year 1 - 3 |
| Type of Employment: | Casual |
| Accountable and Responsible to: | Alpha Services Australia P/L Branch Manager / Recruitment / Case Manager |
| Key Working Relationships on site: | Nurse Unit Manager Nurse in Charge Staff members in the multidisciplinary care team |
| Directly Reports to: | Authorised facility personnel. |

Alpha Services Australia P/L:

Alpha Services is the parent company of Alpha Nursing and has further divisions in Education, Speciality Nursing, First aid as well as a separate Mobile Dental service called Alpha Dental. Alpha Services focuses on achieving excellence in the provision of health based services to its clients, using independent professional practitioners, like you to cater for the replacement of unplanned shortfalls within any client facility.

Alpha Services Values:

Our core values of Integrity, Honesty and Value guide our business model, providing a range of complementary innovative services to a variety of clients. We are proud to have personnel within our various divisions who have both depth and diversity in their respective professional backgrounds.

Alpha Services Strategic Themes:

- **Clinical Services:** Alpha Services will align and develop our services to best meet the needs of our community,
- **Workforce:** Alpha Services will attract, develop and retain a high calibre and flexible professional workforce to deliver both clinical and support services,
- **Research and Education:** Alpha Services will promote learning and evidence-based practice to achieve excellence in service delivery.

Role Statement:

As a member of a Health Care team, the Personal Services Attendant (PSA) is pivotal in the provision of high quality Resident / Patient support. The role of the PSA incorporates the following but not limited to: supervised and unsupervised domestic duties, Food services and provision of Resident / Patient transport services.

Duties and Responsibilities:

This role is responsible for the following outcomes:

On acceptance of our offer to work an available shift, as requested by our client, you are expected to;

- Vacuum and spot clean carpets,
- Dry / wet mopping of hard floors – including the use of floor scrubbers, buffers and polishers,
- Upon patient discharge the PSA is responsible for,
- Cleaning of patient environment, such as high and low dusting, furniture, bed making. Cleaning of nurse's station, patient lounge and offices,
- Replenishing of stock, i.e. hand towels, toilet rolls. Any stock requests that may need to be ordered by central supply,
- Damp cloth dusting – including high and low dusting, vents, furniture, televisions, shelving, light fittings, telephone and bed side tables,
- Routine cleaning of equipment including IV poles, wheel chairs, trolleys. Unsafe or faulty equipment to be reported to senior manager,

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- The cleaning and maintenance of areas assigned for the storage of equipment, chemicals and stock,
- Cleaning and re-stocking of pantries (including ward crockery), microwaves and refrigerators,
- Clean and restock utility rooms, waste disposal rooms and general utility rooms. Clean the treatment room if applicable,
- Collection of soiled linen bags and transport to facility waste room, replacing with clean linen bags,
- Checking and changing of curtains, privacy screens and curtain hooks,
- Transport of patient's as directed by RN or senior staff,
- Accept accountability for your own actions and seek assistance / guidance from Senior staff where you feel you do not have the skill and or knowledge to carry out an assigned task,
- Adhere to all aspects of confidentiality in regard to patients, significant others and staff as per the organisational policies and procedures,
- Check equipment as used and report the faulty equipment, using the appropriate reporting tools as developed on the unit / ward,
- Perform any other duties as reasonably requested / directed by the authorised person in the unit / ward,
- Commit to ongoing professional development and participate in annual clinical competency certification through Alpha's education centre including but not limited to annual components covering Medication Calculation, Basic First Aid, Minimal Lift and Infection Control.

Competencies:

- Demonstrate successful completion of Certificate III in Health Support Services [client / patient support] (HLT30802)
- Have at least three Months full time equivalent experience within and Aged Care setting,
- Have an enthusiasm for lifelong learning,
- Have good interpersonal communication skills;
 - To give full attention to what others are saying,
 - To explain clear ideas and details,
 - To be sensitive to the needs of others,
- Have good organisational and time management skills,
- Ability to foster a cooperative work environment,
- Have effective verbal and written communication skills,
- Ability to maintain quality, safety, and/or infection control standards,
- Knowledge of legal and ethical standards for the delivery of the required support services,
- Ability to work both independently and in a team environment,

Registered Health Professional:

All on-hire workers are required to comply with registration of their professional body (if applicable) which enables them to continue to be delegated work on behalf of Alpha Nursing within their profession. It is also a key requirement that each worker has a satisfactory outcome from a National Police Certificate. A Working with Children clearance may also be required by some client facilities, in order for you to work within those facilities.

Risk Management:

It is a standard element of the roles and responsibilities that everyone working on behalf of Alpha Nursing fulfils a proactive role towards the management of risk in all their actions. This entails the risk



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assessment of all situations, the taking of appropriate actions and the timely reporting of all incidents, near misses and hazards to the appropriate person at the affected workplace.

Records Management:

As an on-hire worker delegated on behalf of Alpha Nursing, you are legally responsible for all records that you gather, create or use as part of your work for client facilities, including patient health, financial, personal and administrative records, whether paper based or on the computer.

Confidentiality:

All on-hire workers are required to maintain the confidentiality of the public (patients and service users, etc) and members of staff in accordance with Alpha Nursing and client policies.

Occupational Health and Safety:

All on-hire workers have a statutory duty of care for their own personal safety and that of other co-workers within the environment they work and are required to co-operate with onsite management to enable the implementation of effective OH&S strategies, as defined within the appropriate policies and procedures, which safeguard everyone within the facility / workplace.

| I have read this Position Description and understand and agree with all its contents | |
|---|--|
| Employee's Name: | |
| Employee's Signature: | |
| Manager's Name: | |
| Manager's Signature: | |
| Date this document signed: | |