

Position Description

Position title	Patient Services Assistant
Department / Division	Support Services/Corporate Services
Classification	Patient Services Assistant (PS21 - PS25)
Position reports to	Support Services Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>

ROLE PURPOSE
<p>The Patient Services Assistant is an effective member of the facility who will be called upon to work in areas of high demand or as directed. They will work with other staff as required to undertake a range of cleaning services which supports the needs of patients, staff and others. The operator is likely to have contact with patients, staff and</p>

visitors to the hospital and will demonstrate effective inter-personnel skills and an ability to work cooperatively and flexibly so as to not disrupt the operation of the work unit.

KEY ACCOUNTABILITIES

Housekeeping

- Maintain nominated areas in a clean state in accordance with the specified work schedules and cleaning systems. Cleaning to include but not limited to floor care, high dusting, damp wiping, spot cleaning (including walls, doors, glass, bathrooms and toilets, vents and equipment), within agreed time frames and in accordance with the cleaning standards for Victorian health facilities.
- Remove rubbish and waste, including cytotoxic and clinical waste and sharps containers.
- Clean patient rooms and equipment in room/s when required and on discharge according to Standard Operating Procedures
- Clean staff and parents' refrigerators and defrost freezers (if required)
- Change bed screens / shower screens as required.
- Ensure all unnecessary equipment and materials have been cleaned and removed from patient / clinical rooms and staff areas.
- Ensure adequate quantities of washroom supplies are available within the areas serviced and that dispensers are restocked have the correct expiry date.
- Participate with cleans and spills to maintain areas of the hospital are in a clean state.
- Participate with the removal and/or collection of soiled linen.

Transport

- Provide assistance to the nursing staff with the intra/inter-ward movements.
- Deliver items to include but not limited to, pharmaceutical items, scripts and drug charts, medical gas cylinders, products to and from CSSD, medical equipment and general goods and equipment.
- Transfer of waste and linen as required.
- MET retrievals and helipad transport.
- Maintain and utilise patient movement including wheelchairs and Gzunda when required.

Equipment care and management

- Use and maintain any piece of equipment in accordance with manufacturers and or supervisory instructions.
- Cleaning of pool based medical equipment.
- Maintain equipment in a clean condition.
- Remove any unnecessary equipment / materials that could be potential safety hazards.
- Ensure all electrical equipment is electrical safety tested before delivery and use.
- Report faults and damage to equipment to as appropriate

Unit Support

- Deliver gifts and flowers
- Restock patient room consumable draw/s and unit trolleys.
- Respond to unit emergencies and helicopter retrievals when required, including being available to transport urgent bloods and specimens.
- Replenish cleaning trolley with consumables at the end of the day for readiness for the next person.
- Maintain an awareness of unit security.
- Participate in quality assurance and related programs.

- Attend unit and Support Service Department meetings and training as required.

Teamwork and Customer Service

- Participate as an active team member.
- Attend development programs as directed.
- Use positive methods of communication including being courteous and using active listening.
- It is expected that all staff conduct themselves in a manner, which reflects respect for their colleagues and enhances the effective operation of the team.
- Undertake any other duties as directed within your skill level for which you have been trained.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Certificate III in Patient Services Assistance
- Knowledge of infection controls principles and procedures

Desirable:

- Previous experience in patient support or care or ward support.
- Previous experience in a hospital setting.
- Reasonable level of verbal and written English

KEY SELECTION CRITERIA

- Ability to work independently and as part of a team.
- Ability to prioritise competing needs and work flexibility.
- Display a commitment to providing quality service to patients and families.
- Display an awareness of and works to culturally diverse needs of patients and families.
- Demonstrated time management and organisational skills.
- Good interpersonal skills
- Display the RCH values of unity, respect integrity and excellence.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative

- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated

January 2026