

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Patient Flow Assistant
Position Number:	510512
Classification:	Health Services Officer Level 4
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South - Integrated Operations Centre
Position Type:	Permanent, Full Time/Part Time
Location:	South
Reports to:	Assistant Director of Nursing
Effective Date:	October 2020
Check Type:	Annulled
Check Frequency:	Pre-employment

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

Under the general supervision of relevant senior staff, and in accordance with Agency policies and infection control and quality improvement guidelines, the Patient Flow Assistant provides:

- Hospital Aide services, general housekeeping, portering and equipment provision to the Royal Hobart Hospital (RHH) campus through the Integrated Operations Centre (IOC).
- Support and assistance to the Clinical Manager/Patient Flow Managers (including After Hours Nurse Managers) in facilitating the provision of an organisational approach to delivery of care to inpatients across the RHH campus.
- Assistance with the movement of patients through the RHH campus as part of the Transit and Transfer Team.

Duties:

1. Provide Hospital Aide and general housekeeping services including monitoring of equipment and maintenance, working within infection control guidelines, to enable consistent patient flow and accessible care within the RHH campus.
2. Assist in the transfer of patients, where required across campus, to expedite access to inpatient beds and encourage patient flow through the RHH.
3. Assist nursing staff in the manual and/or mechanical transfer and positioning of patients and portage services, ensuring to abide by manual handling guidelines and legislation.
4. Maintain hospital linen stocks, including handling of contaminated linen, and assist with the maintenance and ordering of ward/unit stock and stores.
5. Assist patients with aspects of daily living, under the direct supervision of the nursing staff, as required.
6. Communicate effectively with other staff, patients and their family/carers and preserve patient dignity, privacy and confidentiality.
7. Restock and clean the RHH Helipad foyer under the direction of the Assistant Director of Nursing and/or the Clinical Manager/Patient Flow Managers (including After Hours Nurse Managers).
8. Liaise with clinical areas and the Non-Emergency Patient Transport Services to facilitate the scheduling of non-emergency transport bookings for patient transfer.
9. Undertake forensic cleans in the Sexual Assault Support Service consult room as required.
10. Participate in the performance review, education and training, development and quality improvement programs, under the direction of senior nursing staff, ensuring to support the strategic change management program of the Agency.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

The Patient Flow Assistant is responsible to, and receives general supervision, guidance and support from senior Registered Nurses, the Nurse Unit Manager and the Clinical Manager/Patient Flow Manager (including After Hours Nurse Managers).

The nature of the duties undertaken may expose the employee to bodily fluids or infectious material. As such, it is essential that the employee follow all procedures and protocols and use appropriate Personal Protection Equipment (PPE).

The occupant will be:

- Responsible for the provision of Hospital Aide services, general housekeeping, portage and equipment provision activities that will assist in patient flow and access across the RHH campus in accordance with all Agency policies and infection control and quality improvement guidelines.
- Responsible for exercising care in the performance of duties, consistent with the relevant Work Health and Safety legislation and hazard identification, and for providing labour in an efficient and safe manner.

- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Ability to, and/or have knowledge and experience in, providing hospital aide, general housekeeping and portage services, including monitoring equipment in accordance with infection control practices which support the facilitation of the timely flow of patients throughout the RHH campus.
2. Sound interpersonal and communication skills with the ability and willingness to effectively work individually and as part of a multidisciplinary team promoting a harmonious working environment and be able to adapt to changing demands within the workplace.
3. Ability to monitor ward/unit stock and stores and undertake ordering where appropriate.
4. Demonstrated knowledge and understanding of the need to improve patient flow and bed access across services at the RHH or the ability to quickly acquire this knowledge.
5. Demonstrated knowledge of working within manual handling guidelines with an understanding of appropriate Work Health and Safety legislation and codes of practice or the ability to quickly acquire this knowledge.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).