



Workforce Health, WorkFit Services
Job Capacity Statement:
Patient Services Assistant



The information below is designed to give you an indication of the likely demands of working in this role and will help you assess whether the job may suit you. You are encouraged to ask further questions about the demands if you have any concerns as local conditions may alter the demands you experience in the role. This should be read in conjunction with the Role Description which provides detail about the skills, knowledge and attributes relevant to the role. The Contact Officer listed in the job pack is the best person to contact with any queries.

Environmental Job Factors
Possible Exposure to Infectious Diseases
Exposure to Chemicals (Cytotoxic)
Exposure to Dust/Fumes/Odours
Vibration/Jarring (Hand/Arm)

Overall Psychological Job Factors	Level of Importance
Level of Job Control or Autonomy	Low
Level of Supervision or Support Received	Moderate
Contact with Co-workers/Colleagues (vs Isolation)	Moderate
Teamwork	Moderate
Sensitivity and Empathy to Needs of Others	Moderate
Exposure to Confrontational Situations	Moderate
Exposure to Emotional Situations	Moderate
New Relationship Building	Moderate
Time Pressures (including deadlines)	Moderate
Contact with Consumers/ Customers	High
Self-control and Regulation of Emotions	Moderate

Psychological Demands (Cognitive)		Highest Level Of Complexity
Attention And Accuracy	Attention: Concentration	Moderate
	Attention: Degree Of Precision & Accuracy	Moderate
Mechanical	Mechanical Reasoning (requirement to work with and resolve problems with machinery and equipment)	Moderate
Spatial Reasoning	Spatial Reasoning (requirement to accurately assess distance between objects or the fit of objects into spaces)	Moderate
Verbal	Oral Communication (incl. active listening)	Moderate

Physical Demands	Frequency (8 Hour Shift)	Max Load
Dynamic Strength		
Floor to Waist Lift	Infrequent: up to 10 minutes	15kg

One handed Carry	Occasional: up to 2.5 hours	10kg
Two handed Carry	Occasional: up to 2.5 hours	15kg
Pull	Occasional: up to 2.5 hours	16kg
Push	Occasional: up to 2.5 hours	16kg
Waist to Eye Level Lift	Infrequent: up to 10 minutes	20kg
Physical Demands	Frequency (8 Hour Shift)	Max 'at one' Time
Manual Task Postures		
Lunge - Forward/Backward	Required	-
Lunge - Sideways	Required	-
Mobility Activities		
Trunk Rotation- Standing	Infrequent: up to 10 minutes	5 per min
Other		
Maintain Balance Against External Forces	Required	-
Position Tolerance Activities		
Standing	Occasional: up to 2.5 hours	15mins
Work Bent Over- Standing	Occasional: up to 2.5 hours	20mins
Upper Limb		
Forward Reach	Occasional: up to 2.5 hours	5mins
Grip	Occasional: up to 2.5 hours	20mins
Precise Hand & Finger Movement/Use (Manual or Finger Dexterity)	Occasional: up to 2.5 hours	20mins
Overhead Reach	Occasional: up to 2.5 hours	10mins

NB: this is not an exhaustive list of ALL job factors and demands, but those which are considered to be significant.

Definition of frequency (based on 8 hour shift)			
Infrequent: up to 10 minutes	Occasional: up to 2.5 hours	Frequent: up to 5 hours	Constant: up to 8 hours
0 - 2%	2-33%	34-66%	67-100%
Up to 10 minutes	>10 min - 2.5 hours	>2.5 – 5 hours	More than 5 hours