

# Statement of Duties

<b>Position Title:</b> Patient Flow Assistant	<b>Position Number:</b> 523926	<b>Effective Date:</b> May 2018
<b>Group:</b> Hospitals North/North West – Launceston General Hospital (LGH)		
<b>Section:</b> North and North West Hospitals	<b>Location:</b> North	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> 4	<b>Classification:</b> Health Services Officer	
<b>Reports To:</b> Nursing Director - Patient Access and Flow Management		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

## Focus of Duties:

In accordance with quality improvement guidelines, the Patient Flow Assistant provides:

- Hospital aide services and general housekeeping to the Launceston General Hospital (LGH) Transit Lounge.
- Support and assistance to the Clinical Coordinator - Transit Lounge and Nurse Manager - Patient Flow to facilitate the provision of an organisational approach to delivery of care to inpatients across the LGH campus.

## Duties:

1. Provide general housekeeping services including monitoring of equipment and maintenance, working within infection control guidelines to enable consistent patient flow and accessible care within the LGH campus.
2. Assist in the transfer of patients where required across campus to expedite access to inpatient beds and encourage patient flow through the LGH campus via the Transit Lounge.
3. Provide assistance to nursing staff in the manual or mechanical transfer and positioning of patients within the Transit Lounge and in transportation to and from the Transit Lounge.
4. Maintain linen stocks, including handling of general and clinical waste, and assist with the maintenance and ordering of stores.
5. Under the direct supervision of the nursing staff, assist patients with aspects of daily living as required.
6. Communicate effectively with other staff, patients and their family/carers.

7. Under the direction of senior nursing staff, actively participate in the Quality Improvement Program.
8. Participate in education and maintain an ongoing commitment to professional development.
9. Exercise reasonable care in the performance of duties consistent with the relevant Work Health and Safety (WH&S) legislation and hazard identification.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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 jobs at this classification level.

### **Scope of Work Performed:**

- Responsible to and receives guidance and support from senior Registered Nurses, the Clinical Coordinator - Transit Lounge and Nurse Manager - Patient Flow regarding the provision of care and housekeeping services for the LGH Transit Lounge.
- Responsible for the provision of general housekeeping, portering and catering activities that will assist in patient flow and access across the LGH campus via the Transit Lounge.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

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. Demonstrated knowledge of infection control practices to support the facilitation of the timely flow of patients throughout the LGH campus.
2. Good communication skills and the ability to effectively work both individually and as a member of a team, with the ability to adapt to changing demands of the workplace.
3. Demonstrated knowledge and understanding of the need to improve patient flow and bed access across services at the LGH campus.
4. Ability to monitor ward/unit stock and stores, and undertake ordering where appropriate.
5. Knowledge of and a demonstrated ability to work within manual handling guidelines, and an understanding of appropriate WH&S legislation and codes of practice.

**Working Environment:**

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the State Service Act 2000. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The State Service Act 2000 and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.