

Position Description

Position details			
Position Title	Emergency Department Support Officer	Department	Emergency
Position No		LHD	
Award Classification	Health Employees' (State) Award – Wardsperson	Location	
Reports To		Hours	
Reports directly to		Duration	
Other Roles Reporting to Position's Manager:			

About the NSW Ministry of Health

With almost a third of the state's budget allocated to the health portfolio, NSW Health is one of its largest human services agencies. For more information go to www.health.nsw.gov.au.

Although the Ministry is just one component of the wider NSW Health system it plays a key role in:

- shaping overall policy development, funding strategies and system-wide planning of health services
- partnering with Local Health Districts, NSW communities and organisations to promote health, prevent injury and disease, and drive improvements such as the 'patient journey experience'.

About the (Your Health Service)

Suggest one paragraph

Role and purpose of the (Your Health Service)

Can expand more here, maybe include the key strategic directions of your health service

Your specific department

A few paragraphs about your department, aims, goals, etc

Position context

Primary Purpose of this position

The Emergency Department Support Officer (EDSO) works as a member of the Emergency Department team to provide non-clinical support to the emergency staff, complementing the delivery of safe, effective and quality patient care. This includes: transporting of patients, couriership of items, episodic cleaning within the ED environment, assisting the delivery of meals and beverages and restocking.

Roles and accountabilities

Support Stream One

1. Patient Transport

Under the direction and assistance of the clinical staff:

- Lifting and positioning patients in bed, or to wheelchair, commode, shower chair, or trolley
- Transporting patients within Wollongong Hospital; wards, diagnostics, cardiac catheter lab etc.
- Transporting patients within the Hospital to theatre after hours, weekends and in an emergency or life threatening situation
- Assisting the nursing staff to escort patients to and from private transport vehicle with in hospital

grounds

- Lifting, positioning and transporting of deceased patients
- Transporting patients within the department;

2. Courier

Under the direction of any Emergency Department Clinical Manager:

- Couriering items to / from departments within Hospital
- Dispatching specimens to pathology if tube system is out of order
- Retrieving blood products from pathology
- Dispatching and retrieving goods from pharmacy as required and instructed by registered nurse (not controlled medications)
- Transporting equipment (e.g. beds, pumps etc.)

3. Cleaning

- Cleaning patient/ward equipment eg shower chairs, commodes, wheelchairs, procedure trolleys, beds, trolleys, infusion pumps, IV stands.
- Maintaining the dirty utility room in an orderly manner. This includes cleaning of wash bowls.

4. General Duties

- Maintenance and storage of oxygen/twin-o-vac and regulators
- Ensure adequate supply of pillows in emergency department

Support Stream Two

1. Patient Assistance

Under the direction and assistance of clinical staff:

- Delivery of meals and drinks to patients (this does not include the feeding of patients)
- Making of beverages for patients
- Assisting nursing staff with positioning and patient movement during showering/bathing of patients
- Assist with rolls, turns and lifting of patients

2. Discharge of Patients

- Assisting clinical staff with dressing patients into clothes ready for discharge
- Assisting with bed making of unoccupied beds/trolleys

3. Restocking

- Maintaining stock levels in clinical areas including on trolleys
- Restocking IV fluids
- Maintaining linen supplies, including stocking of warming cupboard
- Unpack stores and maintain store rooms in accordance with built in indexing.

Challenges and influences

This position exists in an environment of interruption and sometimes difficult public/customer relations and functions with a degree of independence. This necessitates the implementation of policies / procedures to ensure the desired level of service for patients and the public.

Key skills and experience

1. Excellent verbal and written communication skills
2. Effective time management skills
3. Demonstrated ability to work effectively as a member of a multidisciplinary team
4. Demonstrated flexibility in performance of duties
5. Commitment to customer service

Attachments

(your local health service) Organisation Chart	<input type="checkbox"/> Yes <input type="checkbox"/> No
(your departments) Organisational Chart	<input type="checkbox"/> Yes <input type="checkbox"/> No

Certification

We have read the above position description and we are satisfied it accurately describes the position.

Position Holder's Name	
Signature	
Date	
Manager's Name	
Signature	
Date	

Organisation charts