

WHAT IS A WARD ASSISTANT?

Ward Assistants help nursing staff in hospitals and other health care establishments with non-medical duties including housekeeping, transportation, patient and office support.

ROLES OF A WARD ASSISTANT

- Assist patients in and out of taxis, ambulances, cars or helicopters.
- Lift patients on and off beds, with the assistance of nurses.
- Transfer patients' files and x-rays between departments, specimens to laboratories.
- Make sure that an adequate supply of clean clothing and linen is available for the patient and that soiled items are removed and cleaned.
- Transport specimens to laboratories.
- Deliver and collect linen, rubbish, infectious waste, specimens and equipment.
- Maintain clean and prepare wheelchairs, trolleys and other equipment.
- Assist in administrative duties such as photocopying ward forms.
- Assist in the maintenance of stocks of linen and non-medical supplies.
- Assist in lifting and turning patients, transporting them in wheelchairs, stretchers or on movable beds between wards and departments.
- Clean rooms such as bathrooms, showers, utility rooms and offices and clean interior windows.
- Clean equipment in the pan room such as pan trolleys, buckets, pans, bowls, suction bottles and tubing, commodes, wheel chairs and seats, and rinse trays.
- Wash patients' lockers and tables.
- Discuss patients concerns with nurses.
- Accompany patients, who are ready for discharge, to the central waiting area.
- Transport equipment, X-rays, patient records and deceased patients between wards, departments, theatres and mortuary.
- Attend emergency cardiac arrest calls, fire and other urgent situations within the hospital, grounds and patient restraint.
- Assist in emergencies.

CAREER OPPORTUNITIES

Ward Assistants work in public hospitals, some private hospitals, nursing homes, hospices, some health clinics and after-care centres. They may become Health Care Assistants, Home Aide, Dental Assistants, Dietary Assistants or Therapy Assistants.

QUALIFICATIONS REQUIRED

Work as a Ward Assistant is available without formal qualifications. Entry to this occupation may be improved with qualifications like Certificate III in Health Support Services.

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WARD ASSISTANT

PERSONAL SKILL REQUIRED OF A WARD ASSISTANT

- Physically fit.
- Caring and supportive attitude.
- Able to perform domestic duties efficiently.
- Able to lift heavy objects.
- Respect for the rights of others.
- Good communication skills.

- Able to work as part of a team
- Able to follow instructions.
- Aware of hospital and staff routines.
- Reliable, punctual and energetic.
- Able to remain calm in emergencies
- Able to use a computer.
- Knowledgeable in basic patient care.

- Capable of handling equipment such as wheelchairs, beds and other medical equipment.
- Familiar with procedures to guide patients safely through the hospital.
- Knowledgeable of hospital health and safety procedures.

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