Position Title: Health Service Attendant
Position Status: Part Time
Rate of Pay: $30.68 – 31.45
Posting No.: 26-178
Posting Date: October 26, 2026
Deadline to Apply: Until filled

About the Position

Norfolk General Hospital is seeking a Part Time Health Service Attendant. The Health Service Attendant works in all areas of the Hospital, providing direct patient care and undertakes basic security tasks and duties in keeping with the Mission, Vision, Values and Goals and Objectives of Norfolk General Hospital. The Health Service Attendant reports directly to the Director of the Emergency Department.

Position Qualifications

- Personal Support Worker certification from a recognized program
- Current BCLS Certificate Level C - Heart and Stroke
- Certified in Non-Violent Crisis Intervention preferred
- Gentle Persuasive Approach Certificate preferred
- Minimum 1-year current PSW experience
- Excellent knowledge of Infection Control practices
- Excellent attendance record & ability to work shifts, weekend & holidays
- Demonstrated skills de-escalation and conflict resolution
- Demonstrated knowledge of all emergency codes
- Demonstrated ability to identify hazards and risks associated with self, patient, staff and visitor safety
- Excellent communication skills both written and verbal, with all members of the interdisciplinary team, family, and patients
- Excellent organizational, problem solving, and critical thinking skills
- Strong patient and family focused philosophy
- Demonstrated understanding of least restraint protocols
- Ability to meet physical demands of the position including lifting, carrying and bending as required

General Duties & Responsibilities

- Commitment to the Mission, Vision and Values of Norfolk General Hospital
- Perform patient care, security and maintenance tasks and duties
- Models a positive work culture that promotes and supports safe, effective, and ethical practice
- Participates in ongoing quality improvement activities in collaboration with the health care team with a focus on quality patient care and fiscal responsibility
- Supports professionalism according to Policy and Procedures of Norfolk General Hospital
- Promote a culture of safety by participating in the initial investigation of adverse events, identification of safety concerns
- Make rounds on all units to determine unit needs in collaboration with the Clinical Practice Leader
- Communicates with nursing units when duties prevent completing rounds or assignments.
- Carry HSA phone at all time while on duty & prioritize calls received in order of importance/urgency
- Report to oncoming HSA focusing on hospital needs, priorities and safety/security concerns and report

any issues to the appropriate Director
- Actively participate in staff meetings
- Attends/participates in appropriate in-services programs
- Responds to all Emergency Codes as outlined in the Emergency Preparedness Manual
- Transports oxygen and equipment in a safe manner in the absence of the RRT.
- MDR – pick up soiled equipment from units and return to MDR on stats and weekends
- Ensures Professional appearance, including uniform

Patient Care Responsibilities

In addition to PSW responsibilities, the Health Service Attendant performs the following:
- Proficient in the application and policy associated with the application of restraints
- Moves and lifts patients using good body mechanics, lifting devices, and safe transfer techniques. Use mechanical lifts for transferring patients as per policy.
- Communicates with the charge nurse or primary nurse any unusual findings or occurrences
- Patient transport to other departments
- Assists in "care after death" and in transporting bodies to the morgue
- Assembles and removes orthopedic frames (applies traction bars and set up to bed only)
- Assists physician with application of splints, casts and traction
- Patient teaching "crutch walking" as directed by the Emergency Department nurse
- Check 'shower' list on 4B and communicate with 4B Clinical Practice Leader if and when they can be completed
- Assist in any other duties as required

Hours of Work
Must be available for all shifts including weekends and holidays.

How to Apply
Interested applicants must submit a cover letter and updated resume referring to the above posting number to the Human Resources Department, or email to nghhr@ngh.on.ca by 1600 hours on **External Applicants: Until filled.**

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.
Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.