



## Employee Position Description Template

| Position Details  |  |  |
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| <b>Position Title:</b><br>Allied Health Assistant (AHA)   | <b>Department:</b><br>Adult Allied Health & Chronic Disease  | <b>Agreement:</b><br>Victorian Stand-Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026 |
| <b>Reports To:</b> Allied Health Manager  | <b>Location:</b><br>Primary location: Doncaster<br>Ability to work across sites including Doncaster, Greythorn, Hawthorn and Richmond pending service demand |  |
| <b>Direct Reports:</b> Nil  | <b>Employment Status:</b><br>Permanent Part Time - 0.6FTE, 22.8hrs   | <b>Classification:</b><br>Grade 3, with applicable experience payment allowance  |
| Position Primary Purpose  |  |  |
| <p>To deliver defined clinical care and support to adult clients under the guidance of an allied health professional, and to provide related administrative support to the Adult Allied Health and Chronic Disease team as part of a multidisciplinary service model. This may include preparation and facilitation of group activity or education sessions; prescribed 1:1 client therapy in clinic or at a client's home; document and health record management; group or consult preparation and follow up; and empowering clients to be active participants in their healthcare.</p> <p>As an integral part of the Adult Allied Health and Chronic Disease team, AHA's are expected to deliver high quality, safe, client-centred, evidence-based practice up to the full potential of their professional scope to clients under a variety of funding streams including, Community Health, Home and Community Care, Commonwealth Home and Support Programme, NDIS, HCP, Medicare Benefits Scheme and Self-Funded.</p> <p>While AHA's may have a primary discipline focus, such as alignment with Occupational Therapy or Physiotherapy, AHA's will also support the broader multidisciplinary team including Podiatry, Dietetics, Speech Pathology, Exercise Physiology and Diabetes Services, with flex to accommodate fluctuations in service and operational demands as required.</p> <p>The AHA role requires excellent administrative and IT, organisational and communication skills, combined with an ability to build rapport with clients and colleagues alike. A willingness to work across Access Health &amp; Community sites and complete outreach appointments to clients including confidence to work under remote supervision, and a commitment to improving the way health services are delivered for clients is required.</p> |  |  |
| Decision Making Authority   |  | Key Relationships  |

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| <p><b>Decisions made independent of Manager</b></p> <p>In accordance with the organisation's Delegation of Authority</p> <ul style="list-style-type: none"> <li>Decisions pertaining to clinical service delivery where significant risk to client or staff is not identified (under the direction of an Allied Health Professional)</li> </ul> | <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Senior Allied Health Manager</li> <li>Allied Health Managers</li> <li>Allied Health Senior Clinicians</li> <li>Senior Allied Health Assistants</li> <li>Allied Health Professionals</li> <li>Allied Health Assistants</li> <li>Service Connection and Customer Service Teams</li> <li>Volunteers</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>Health professionals, case managers and referrers to our service</li> <li>Role specific, such as Equipment and Aids and Equipment Suppliers and Provider Services; offsite group location key contacts</li> </ul> |
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| Key Accountabilities                  |   |
|---------------------------------------|---|
| Focus Areas                           | Responsibilities  |
| <b>Provision of Clinical Services</b> | <ul style="list-style-type: none"> <li>▪ Provide individual and group services for clinic and community-based clients within scope of practice for an AHA and agreed competencies</li> <li>▪ Support clients through their intervention, as directed by an AHP</li> <li>▪ Identify difficulties a client may have in completing treatment and report these to the relevant AHP, with suggestions for intervention</li> <li>▪ Demonstrate developing knowledge of medical conditions, terminology, disease and aging</li> <li>▪ Document client attendance and progress in client health records and in correspondence with relevant allied health professional/s</li> <li>▪ Demonstrate operational understanding of relevant funding streams and implications of care delivery, including completing statistical entries for work completed</li> <li>▪ Partner with clients to deliver care ensuing compliance with safety &amp; quality Standards, relevant government and funding stream requirements and Access Health &amp; Community policies and procedures</li> <li>▪ Effectively collaborate and communicate within the multidisciplinary team to enhance clinical outcomes of clients</li> <li>▪ Demonstrate contemporary infection control standards and practices</li> <li>▪ Contribute to team and organisational quality improvement</li> <li>▪ Be compliant with client records, documentation, record keeping and administrative requirements of all funding streams, legislation and Access Health &amp; Community policies and procedures relevant to Allied Health</li> <li>▪ Meet Key Performance Indicators as assigned to the role</li> </ul> |
| <b>Clinical AHA Leadership</b>        | <ul style="list-style-type: none"> <li>▪ Supervise and delegate appropriate clinical and administrative tasks to volunteers</li> <li>▪ Organise and prioritise own workload from delegated tasks, and with agreement from manager across the AHA workforce</li> <li>▪ Support the AH Manager and Senior AH Clinicians in identifying opportunities for improvement, including development of AHA roles and duties</li> <li>▪ Provide orientation, guidance and support to Grade 2 AHA's</li> </ul>  |
| <b>Professional Development</b>       | <ul style="list-style-type: none"> <li>▪ Develop and maintain capacity to work up to the full scope of practice for AHA and competency requirements for the role</li> <li>▪ Demonstrate commitment to on-the-job learning, openness to change and quality improvement</li> </ul>  |

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| Key Accountabilities                   |   |
|--|---|
| Focus Areas                            | Responsibilities  |
|  | <ul style="list-style-type: none"> <li>Proactively identify own educational needs and work towards improving them a in consultation with clinical supervisor or manager</li> </ul>  |
| <b>Supervision and Workplan Review</b> | <ul style="list-style-type: none"> <li>Engage in the Allied Health Clinical Support Framework and line management supervision</li> <li>Actively participate in annual work plan and KPI review</li> </ul>   |
| <b>Student Supervision</b>             | <ul style="list-style-type: none"> <li>Contribute to coordination and facilitation of AHA student placements at AccessHC</li> <li>Complete supervision of AHA students</li> </ul>   |
| <b>Governance and Compliance</b>       | <ul style="list-style-type: none"> <li>Act in accordance with AccessHC's policies, procedures and code of conduct</li> <li>Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position</li> <li>Participate in mandatory training requirements to support the delivery of a safe and effective service</li> </ul> |
| <b>Workplace Health and Safety</b>     | <ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times</li> <li>All staff are required to take reasonable care for their own health and safety and that of other personnel that could be affected by their conduct</li> </ul>   |
| <b>AccessHC Values</b>                 | <ul style="list-style-type: none"> <li>Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Respect, Innovation</b> and <b>Quality</b></li> </ul>   |

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| Selection Criteria   |  |
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| <p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check (<i>mandatory if lived/work o/s in past 10 yrs</i>)</li> <li>• Working With Children Check</li> <li>• NDIS Worker Screening Check</li> <li>• Certificate IV in AHA (or equivalent qualification)</li> <li>• Driver's Licence</li> <li>• First Aid &amp; CPR</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Minimum 2 years professional work experience in a health setting as an AHA (or equivalent role)</li> <li>• Clinical skills and experience in delivering individual and/or group-based services in clinic and community environments in Physiotherapy (or any additional allied health discipline)</li> <li>• Demonstrated ability to work collaboratively in a multidisciplinary service and team environment, with onsite or remote supervision</li> <li>• Strong interpersonal, written and verbal communication skills</li> <li>• Experience working within a Community Health Service (desirable)</li> </ul> | <p><b>Attributes we value</b></p> <ul style="list-style-type: none"> <li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li> <li>• Proficiency with electronic health record systems (such as TrakCare) and Microsoft Office programs (MS Teams, Word, Excel, Outlook and PowerPoint)</li> <li>• Effective time management and prioritisation skills</li> <li>• High level of accuracy and attention to detail</li> <li>• Problem-solving skills</li> <li>• Bilingual language skills are highly valued</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul> |
| <p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.</i></p>  |  |
| Authorisations   |  |
| <p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>  | <p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>   |

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