

Employee Position Description

Position Details		
Position Title: Allied Health Assistant	Department: Adult Allied Health	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Reports To: Manager Podiatry, Dietetics, Diabetes Nurse Education	Location: Ability to work from all sites. Primarily based at Doncaster East and Hawthorn	
Direct Reports: Nil	Employment Status: 0.63 FTE, 24hrs/wk Permanent Part Time Required days include Tuesday and Wednesday with preference for hours split across 4 workdays.	Classification: Allied Health Assistant Grade 3.0
Position Primary Purpose		
<p>The Allied Health Assistant (AHA) will support podiatrists, dietitians and diabetes nurse educators to deliver quality and timely care to clients including, but not limited to - appointment coordination, collation of referral and medical history information, clinical room preparation, podiatry instrument sterilisation, stock ordering and auditing, data recording, invoice generation, equipment maintenance and general administrative tasks. The AHA may also assist clinicians during client consults and attend home visits as required.</p> <p>The role also includes potential growth for providing nutrition screening under the supervision of a dietitian; assisting with facilitation of group education programs; and supporting clients and their carers to achieve health related goals between scheduled consults under direction of relevant clinicians. With training, the AHA will also support existing AHA administration of our Integrated Diabetes Education and Assessment Service (IDEAS) for people with Type 2 diabetes, in partnership with Eastern Health.</p> <p>The Allied Health team, including AHA's, work with a client centred approach utilising a multidisciplinary services available at Access Health and Community under a variety of funding models, including Community Health, Commonwealth Home Support Program (CHSP), Home and Community Care (HACC), Home Care Package, National Disability Insurance Scheme (NDIS), Medicare Benefit Scheme (MBS) and Private Fee For Service.</p> <p>The AHA role requires excellent administrative, multi-tasking and communication skills, a genuine interest in working with people to improve health and wellbeing, and a willingness to work across Access Health and Community sites.</p>		

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Decision Making Authority	Key Relationships
Decisions made independent of manager or allied health supervisor <ul style="list-style-type: none"> Task prioritisation to meet required timeframes 	Internal <ul style="list-style-type: none"> Adult allied health colleagues – clinicians and allied health assistants Allied health assistant and clinicians working in IDEAS clinics Service Connection and Customer Service teams Manager Podiatry, Dietetics and Diabetes Nurse Education Senior Allied Health Manager External <ul style="list-style-type: none"> Referring medical practitioners, hospital services or other agencies Healthcare aid, supply and equipment retailers

Key Accountabilities				
Focus Areas		Responsibilities		
Provision and support of clinical care and administrative services		<ul style="list-style-type: none">• Work within professional scope of practice and service capability, under the direction of allied health and nursing professionals, to provide and support timely and quality healthcare to clients.• Promote positive health behaviours and self-management, including client engagement with multi-disciplinary services and linkage to relevant community services and programs within and outside AccessHC.• Liaise and correspond with relevant care providers such as referrers and allied health professionals; and notify allied health or nursing team members of any care concerns.• Comply with infection prevention and control standards in accordance with Access Health and Community’s Infection Control policy and procedures.• Demonstrate operational understanding of relevant funding streams and implications for care planning and delivery.• Maintain compliance with documentation, record keeping and administrative requirements of various funding streams, and Access Health & Community Policies and Procedures relevant to Podiatry, Dietetics and Diabetes Nurse Education services.• Maintain privacy and confidentiality and compliance with electronic health record documentation and administrative requirements of funding streams, and relevant Access Health & Community policies and procedures.• Meet key performance indicators as mutually agreed with manager and in line with AccessHC strategic plan.		
Clinical AHA leadership		<ul style="list-style-type: none">• Supervise and delegate appropriate clinical and administrative tasks to volunteers.• Support the Manager and clinicians in identifying opportunities for clinical improvement, including development of the		
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Version No: 1	Last Updated: 4/04/2022	Author: Tanith Lamaro	Approved By: Lisa Thompson	Page 2 of 4

Key Accountabilities	
Focus Areas	Responsibilities
	<p>AHA role and duties.</p> <ul style="list-style-type: none"> Undertake relevant external and internal education and training to understand the care needs and goals of clients, care provision and service scope of practice specific to podiatry, dietetics and diabetes education. Actively participate in regular supervision and annual work plan review. Participate in opportunities for peer knowledge sharing between allied health assistants.
Service development and support	<ul style="list-style-type: none"> Manage own workload to deliver timely and accurate outcomes. Support the Manager and clinicians in identifying opportunities for service development, including diversification of AHA duties. Contribute to quality improvement by identifying strengths and weaknesses of current processes and completion of relevant tasks to support safe and efficient service; and quality and audit purposes. Support the development and implementation of policy and processes that drive productivity, resource allocation and care delivery. Support the Manager with role development, training and recruitment of new AHA positions or team members. Participate in projects or working groups by nomination or invitation of senior clinician or the Manager.
AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of <i>Equity, Collaboration, Integrity, Accountability, Innovation</i> and <i>Excellence</i>.
Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with Access HC's policies, procedures and code of conduct. Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times. Take reasonable care for personal health and safety and that of other personnel who may be affected by their conduct.

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Selection Criteria	
<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check • NDIS Screening Check • Working With Children Check • Driver's Licence <p>Key Selection Criteria</p> <ul style="list-style-type: none"> • Certificate IV Allied Health Assistant or relevant work experience, training and education • Minimum of 3 years work experience in an Allied Health Assistant role or within a healthcare environment • Demonstrated ability to work collaboratively in a multi-disciplinary service and team environment, with onsite or remote supervision • Ability to multi-task with efficiency, reliability and confidence to work independently • Strong interpersonal, written and verbal communication skills 	<p>Key skills and attributes</p> <ul style="list-style-type: none"> • Proficiency in Microsoft Office and aptitude for learning and using relevant software such as TrakCare and Microsoft Teams • Commitment to quality and client-centred healthcare • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds • Effective time management and task prioritisation skills • Self-initiative to identify and problem solve issues and seek assistance when required • Demonstrated behaviours consistent with AccessHC values
<p>Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or AOD recovery experience, and those with diverse genders and sexualities. We also support Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds. As a vaccine positive organization, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Workers Screening Check, WWW Check, and potentially an International Police check.</p>	

Authorisations	
<p>Employee Name:</p> <p>Signature: _____</p> <p>Date: / /</p>	<p>Manager Name:</p> <p>Signature: _____</p> <p>Date: / /</p>

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Version No: 1	Last Updated: 4/04/2022	Author: Tanith Lamaro	Approved By: Lisa Thompson	Page 4 of 4
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