

Eastern Health

POSITION DESCRIPTION

Position Title:	Allied Health Assistant - Grade 3
Award Classification:	Allied Health Assistant Grade 3 IN30
Award / Agreement Name:	Health and Allied (04) Health and Allied services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Operational: Manager - Integrated Services & Physiotherapist Grade 3 - Integrated Services Professional: Physiotherapist Grade 3 and Occupational Therapist Grade 2

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

Working under the direction of Allied Health Professionals, this position will play a key role in the delivery of Ambulatory allied health services within the Integrated Services Hospital Admission Risk Program. The Grade 3 Allied Health Assistant (AHA) will be required to work closely with the multidisciplinary team to provide a flexible and responsive client centred service. Within this role the AHA will work closely with the Physiotherapy and Occupational Therapy teams to provide care either at the centres across Eastern Health or at the client's home. The Integrated Services team provide a multidisciplinary team approach comprising of Allied Health, Medical, Nursing and admin support. The main aim of the hospital admission risk program is to prevent avoidable admissions or re presentations to hospital. A Grade 3 AHA may work either individually or in a team context, across a broad range of therapeutic and program related activities, including direct clinical care, maintaining equipment/resources and other administrative tasks which support service provision. It is an expectation that the Grade 3 AHA will work independently, with minimal direct clinical supervision and progress patient intervention plans as per the delegation of the treating AHP. A Grade 3 AHA is able to proficiently identify situations/circumstances that require additional input from the treating AHP and/or their supervisor. E.g. Patient not managing treatment plan post self-initiated down grading, within scope provided by AHP. The Grade 3 AHA, under the delegation and supervision of the AHP, will be able to coordinate and oversee groups and programs, and is required to provide leadership and assist in the coordination and supervision of work performed by Allied Health Assistant students and Allied Health work experience students. The Grade 3 AHA will be able to coordinate and oversee interdisciplinary groups and programs and is required to provide leadership and assist in the supervision of work performed by an AHA (Grade 1 or Grade 2) and/or AHA/work experience students.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Responsibilities	Activities
Service provision	<ul style="list-style-type: none"> • Carry out therapy programs, as delegated by the treating AHP in therapy spaces, homes, residential aged care facilities, supported living accommodation and in the community to promote each person's inclusion and participation in the communities they choose • Assist in group programs as delegated by the treating AHP • Support the use, maintenance and provision of appropriate aids, equipment and assistive technology as delegated by the treating AHP • Provide timely feedback to AHPs regarding consumer therapy and support provision including consultation on the need for progression of activities or need for additional input from relevant team members • Report any changes in consumer status to the treating AHP promptly and/or to relevant care provider to minimise potential adverse effects • Conduct basic clinical data collection and/or scripted screening of patients/clients • Demonstrate current clinical knowledge and an understanding of evidenced based practice in relevant therapy/service area • Work collaboratively with consumers, family/carers to ensure therapy and supports are person centred • Contribute to the provision of health promotion and prevention strategies to individuals and their family/carers as delegated by the AHP • Manage and prioritise an appropriate caseload in collaboration with the team, within individual scope of practice • Complete administrative tasks as delegated or relevant to clinical role

	<ul style="list-style-type: none"> • Adhere to all privacy laws that regulate the handling of personal information • Perform delegated healthcare activities within a known and stable context, consulting and seeking guidance when anomalies arise before taking action • Perform healthcare activities safely and effectively in accordance with relevant Acts, Agreements, Professional Boards, organisational policies, procedures and clinical guidelines
Teamwork and communication	<ul style="list-style-type: none"> • Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with consumers, families/carers, AHAs, AHPs and service providers • Work together as a part of the treating team with AHPs and assistants in other areas to support consumer care • Actively contribute to the interdisciplinary team to support team function • Contribute to the operational team through attendance and participation in meetings as appropriate • As appropriate represent the workforce and contributes to discipline specific and interdisciplinary working parties, committees and internal forums • Contribute constructively to new ideas or change within the workplace • Participate in handover processes to ensure patient care is maintained and needs are communicated • Build and maintain effective working relationships with multidisciplinary teams and external services as delegated
Professional Development	<ul style="list-style-type: none"> • Participate in Clinical Supervision aligned to expectations of the Eastern Health Clinical Supervision Practice Guideline • Supervise grade 2 AHAs and AHA students • Participate in learning needs identification activities including surveys, clinical supervision and performance appraisal frameworks • Participate in relevant industry forums to collaborate with Registered Training Organisations (RTOs) to support teaching and training opportunities • Participate in peer practice and professional networks to support learning • Demonstrate a willingness and commitment to lifelong learning via participating in and/or delivering relevant professional development activities • Comply with mandatory training requirements and maintain evidence of training and competencies
Documentation and recording	<ul style="list-style-type: none"> • Use available and relevant systems to document therapy sessions and progress in accordance with workplace documentation guidelines. • Adhere to workplace policies regarding information collection and dissemination. • Complete administrative tasks as delegated by AHP/Clinicians in a timely manner to support efficiencies of day-to-day activities • Maintain accurate, timely and legible patient/client records in accordance with legal and organisational requirements • Ensure appropriate information management in line with confidentiality, privacy and information sharing legislation and policies

Improving care, training and research	<ul style="list-style-type: none"> • Complete all mandatory training and education to comply with applicable legal regulatory bodies for safe and effective delivery of service • With the support of the allied health professions team participate in teaching of tasks as applicable to role and clinical practice including support within the AHA student program and of any volunteer workforce where appropriate. • Participate in research activities as applicable to role and clinical practice • Participate in quality improvement activities as applicable to role and clinical practice recorded in line with workplace process • Embrace new processes and/or technologies in line with collection and interpretation of clinical data
Professional behaviour	<ul style="list-style-type: none"> • Act in accordance with workplace policies, procedures and code of conduct • Through actions and behaviour always demonstrate Eastern Health values of patients first, kindness, respect, excellence, agility and humility • Act in accordance with legislated freedom of information rights and privacy requirements • Respond and appropriately addresses consumer, carer/family and employee feedback • Actively promote an inclusive and culturally safe environment for children and vulnerable people from CALD, Aboriginal and/or Torres Strait Islander peoples, LGBTQIA+ communities and those with disabilities • Adhere to infection control policies and safe work practices • Identify and report risks, hazards, incidents and near misses in line with organisational processes • Demonstrate professionalism, integrity, honesty and accountability in all interactions • Recognise own limitations, manage workload and wellbeing, and seek support where required
General duties	<ul style="list-style-type: none"> • Perform other duties as directed, consistent with the role classification, skills, competence and scope of practice • Contribute to team workload, service delivery priorities and organisational objectives • Adapt to changing service needs, models of care, technologies and workforce requirements

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**.

Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Completion of Certificate IV (Allied Health Assistant) from a registered training organisation or recognised equivalent inclusive of relevant discipline modules to advertised role.
- Completion of a minimum of 3 years as an AHA Grade 2
- Experience working within a health-related field and/or sub/acute, physical/rehabilitation or aged care facilities.
- Experience in the coordination and leadership of therapeutic groups or group programs.
- Current Victorian Driver's Licence.
- Highly developed verbal & written communication skills to enable effective liaison with multidisciplinary team.
- Highly developed clinical competence and theoretical knowledge base relevant to the workplace.
- Highly developed interpersonal skills, with a proven ability to work well within a team environment and relate to medical, nursing and Allied Health staff, clients and families.
- Highly developed skills in organisation/time-management, planning and priority setting (including caseload management).
- The ability to work independently and unsupervised.
- Demonstrated initiative and flexibility in their approach to service delivery.
- Demonstrated commitment to staff development, and continuing professional development.
- Experience and highly developed ability to supervise/mentor junior Allied Health Assistants, Allied Health students and/or work experience students.
- A positive approach to teamwork and willingness to undertake a broad range of clinical and non-clinical duties.
- Client centred, customer focused and culturally sensitive in all interactions.
- Understanding of continuous quality improvement principles and service innovation.
- Awareness of legal and ethical practice requirements.
- Professional attributes of initiative, self-motivation, goal setting, empathy and tact. • Highly developed computer literacy.

Desirable

- Experience in interdisciplinary clinical practice.
- Direct Clinical experience in working with patients with complex care needs.

ATTACHMENT 2

KEY RESULT AREAS /KEY PERFORMANCE INDICATORS

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Allied Health Assistants (AHAs) are an important part of the Allied Health team. The primary purpose of the AHA role is to provide therapy support services to individual or groups under the delegation and supervision of an Allied Health Professional.

The AHA role is responsible for many different tasks as part of their role, a detailed orientation will be provided at time of employment as to these responsibilities.

Working under the direction of allied health clinicians, this AHA position plays a key role in the delivery of Allied Health services across Occupational Therapy and Physiotherapy within the Integrated Care Services.

Key Performance Indicators: Completion of the Eastern Health Allied Health Assistant Task Competency Audit

- 100% completion of Mandatory Training requirements
- Active participation in the performance review process and commitment to lifelong learning
- Demonstrated ability to increase competency related to key discipline tasks
- Ability to work autonomously
- Deliver an exercise group tailored to patient needs with minimal guidance
- Proactive in engaging with any quality or research activities relevant to this role
- Demonstrate appropriate communication and engagement strategies for the relevant client group with complex care needs

ATTACHMENT 3

EASTERN HEALTH/DEPARTMENT/SPECIALTY INFORMATION & ADDITIONAL POSITION REQUIREMENTS

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Organisational Context Eastern Health is the major provider of health care services in the eastern region of metropolitan Melbourne covering a catchment area of 3,000km² and a population in excess of 700,000, providing a full range of acute, aged care, rehabilitation, ambulatory and mental health services to its community and treats in excess of 600,000 patients per annum. Eastern Health employs almost 7,000 staff, on full time, part time, casual and sessional bases, representing almost 4,000 Equivalent Full-Time positions.

Eastern Health provides health care in the areas of acute care, aged care, and rehabilitation within the inpatient and ambulatory care setting, community health and mental health from campuses including:

- Angliss Hospital
- Box Hill Hospital
- Healesville Hospital
- Maroondah Hospital
- Peter James Centre
- Wantirna Health
- Yarra Ranges Health – Lilydale
- Yarra Valley Community Health Service

Allied Health Service

Integrated Services Hospital Admission services include dietetics, neuropsychology, occupational therapy, physiotherapy, podiatry, psychology, social work, Medical and Nursing.

We have a strong commitment to research and improvement, in order to provide high quality care to our patients. Allied Health services are provided across each of our sites and clinical programs; from emergency departments, acute, sub-acute and mental health inpatient services, to a variety of ambulatory and community settings, including outpatients, community rehabilitation, Integrated Services- Hospital Admission Risk Program, and community health.

We also provide care in the patient's home, workplace or school depending on their individual needs. There could be an expectation to work at any campus located within the Eastern Health service.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au