

Eastern Health

POSITION DESCRIPTION

Position Title:	Allied Health Assistant – Grade 3
Award Classification:	Allied Health Assistant – Grade 3 IN30
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 - 2027
Position Reports to:	Designated supervisor – allied health staff member as per work location OPERATIONAL: Designated Allied Health Operations Manager PROFESSIONAL: Designated Profession Manager

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 statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs.



1. POSITION PURPOSE

The Multidisciplinary Allied Health Assistant (AHA) works as an integral member of the multidisciplinary team to deliver streamlined, efficient and patient-centred care. Under the *direct or indirect supervision and delegation* of Allied Health Professionals (AHPs). The role supports safe, evidence-based clinical care and essential non-clinical functions across the ward or service.

The multidisciplinary AHA undertakes delegated clinical tasks spanning multiple Allied Health professions, ensuring that patients receive coordinated care within a single encounter wherever possible.

Working in accordance with the specific model of care for the service or ward, the AHA collaborates closely with all members of the multidisciplinary team to implement therapy programs, functional interventions, equipment-related tasks, and patient-centred activities that align with the individual's therapeutic and discharge goals.

In addition to direct clinical work, the AHA provides essential administrative and logistical support that enhances service efficiency—such as equipment organisation, basic data collection, documentation, and facilitation of patient flow.

The role may also involve developing additional capabilities aligned to particular disciplines, enabling the AHA to deliver profession-specific interventions appropriate to their defined scope of practice and the needs of the model of care.

The Allied Health Assistant – Grade 3 may be actively involved in the daily support of Allied Health Assistants – Grade 2 or volunteers as designated by the Allied Health Professional

There is an expectation of commitment to and participation in clinical supervision, ongoing learning for self and others and potential leadership of the Allied Health Assistant student program under the direction and operational/professional supervision of an Allied Health Professional.

***For definitions of Direct, Indirect, Remote supervision please refer to Attachment 2**

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Responsibilities	Activities
Service provision	• 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 • Adhere to all privacy laws that regulate the handling of personal information
Teamwork and communication	• 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
Professional Development	• 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
Documentation and recording	• 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
Improving care, training and research	• 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	• 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

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 centered 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
- Attachment 2 Definitions - Supervision

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

Position Title:	Allied Health Assistant – Grade 3
Award Classification:	Allied Health Assistant – Grade 3 IN30
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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 aligned to advertised role.
- Completed a minimum of 3 years' experience (full time equivalent) as a Grade 2 Allied Health Assistant
- Demonstration of Professional Behaviours aligned with Eastern Health's mission and values
- Demonstration of a human rights based approach to all aspects of work
- An understanding of confidentiality and professional boundaries
- An understanding of the delivery of safe and effective care
- An ability to recognise, understand and report risk with sound judgement
- Knowledge of the Allied Health Assistant role, scope of practice and Department of Health Supervision and Delegation framework
- An ability to work effectively with Allied Health Assistant – Grade 2, the broader AHA workforce, Allied Health Professionals and the relevant healthcare team through demonstrated capabilities of effective team leadership, empathy, respect and professional engagement
- Demonstrable leadership skills
- Effective communication skills
- A flexible and creative approach to problem solving that fits within scope
- A willingness to learn and continually self-reflect and develop self and others
- Ability to engage with relevant workplace IT systems relevant to role.
- Ability to reflect on self and team wellbeing at all times

- A proficient skill level in the Department of Health's four core competencies for AHAs of individual therapy, group therapy, communication of patient information and equipment and environment

Desirable

- Reasonable tenure of experience working either as a student or Allied Health Assistant in the relevant healthcare environment as aligned to this particular job.
- Working as an Allied Health Assistant – Grade 2 or equivalent in the public health sector
- Working with an Allied Health Assistant – Grade 3 in previous roles if coming from a work history as Allied Health Assistant - Grade 2

ATTACHMENT 2

DEFINITIONS – SUPERVISION

Position Title:	Allied Health Assistant – Grade 3
Award Classification:	Allied Health Assistant – Grade 3 IN30
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Position Reports to:	Designated supervisor -> Team Leader -> OPERATIONAL: Designated Allied Health Operations Manager PROFESSIONAL: Designated Profession Manager / Allied Health Workforce Support Manager

Clinical Supervision: *Clinical supervision is a professional relationship that supports the AHA to develop knowledge and capability, assume responsibility for their own practice, and improve client protection and safety in clinical support situations.*

Delivery and receipt of clinical supervision must be in line with the Eastern Health Allied Health Clinical Supervision Practice Guideline

Supervision of daily tasks:

An AHP delegates tasks to the AHA, *supporting the provision of safe and effective care, and is responsible for ensuring appropriate support to the AHA via the following methods:*

- **Direct supervision** *is where the supervisor works alongside the AHA and can observe and direct their activities providing immediate guidance, feedback and intervention as required.*
- **Indirect supervision** *is where the supervisor is not physically present, but onsite with processes to ensure the supervisor is easily contactable and accessible to provide direction, guidance and support as required.*
- **Remote supervision** *is where the supervisor is located off-site or some distance from the allied health assistant, but processes are in place to ensure the supervisor is contactable and reasonably accessible to provide direction, guidance and support as required. Mechanisms will be in place allowing the supervisor to monitor and support the allied health assistant*

- *from a distance, including the use of information communication technologies, such as multimedia messaging services and video conferencing.*

Professional supervision: The AHA can be supervised by a grade 3 AHA or an experienced grade 2 AHP or above provided both have completed the Eastern Health supervision course run through ilearn. The professional supervisor can be any profession. It is preferable that the supervisor and supervisee work on the same ward/unit, but if this is not possible, the supervisory arrangement will be discussed and agreed with the operational manager and other members of the MDT to ensure everyone is clear on roles and responsibilities.

Professional support: The AHA will be supported by all members of the MDT to develop the profession-specific knowledge and skills required to complete the competencies and to enable effective work practices.

Operational Management: *The operational (line) manager of the program or unit that the Multi-disciplinary AHA works in will provide operational management, which involves rostering, leave management and day to day operational oversight. They are also responsible for oversight of service requirements relevant to the defined workplace deliverables as relevant to the position description and specific work environment. They are typically involved in recruitment and orientation of the AHA, general wellbeing and performance management in partnership with a senior professional member of staff*