

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 professional in the relevant work area OPERATIONAL: Designated Allied Health Operations Manager PROFESSIONAL: Designated Profession Manager / Allied Health Workforce Support 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 Allied Health Assistant – Grade 3 works within the Grade 3 scope of a qualified Allied Health Assistant (AHA) holding Certificate 4 qualification or recognised equivalent to perform work delegated to and under the * direct, indirect or remote supervision of an Allied Health Professional (AHP).

The Allied Health Assistant – Grade 3 clinically leads and provides safe, evidence based, person centred care and delivers non clinical support to the designated Allied Health Professional or Allied Health team.

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 • Progression of therapeutic interventions and mobility aids within the delegation set by the AHP • Lead and/or 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 • Conduct structured screening of patients/clients to directly assist assessment /management conducted by the AHP as deemed appropriate • 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 • 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 • Demonstrate autonomy and effective time management in the provision of delegated therapy programs • 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 - Book and use interpreters in consultation with delegating AHP for therapeutic intervention as required - 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 required lead the AHA workforce and contribute to interdisciplinary working parties, committees and internal forums - Contribute constructively and encourage positive responses to new ideas or change within the workplace within defined scope of role
Professional Development	- Participate in Clinical Supervision aligned to expectations of the Eastern Health Clinical Supervision Practice Guideline - Participate in learning needs identification activities including surveys, clinical supervision and performance appraisals frameworks - Participate in relevant industry forums to collaborate with Registered Training Organisations (RTOs) to support teaching and training opportunities - Form 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 - Lead and/or participate in teaching of tasks as appropriate to role and clinical practice including coordination at a local level of the AHA student program and of any volunteer workforce where appropriate. - With support from the AHP participate in daily supervision and ongoing support of the AHA Grade 2 workforce - Educate staff pertaining to equipment processes as applicable to role and clinical practice - Lead and/or participate in research activities as applicable to role and clinical practice - Lead and/or participate in quality improvement activities as applicable to role and clinical practice - Demonstrate ability to 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 demonstrate Eastern Health values in action: Respect for All, Safe Always, Partnering in Care, and Learning and Improving Every Day. • Act in accordance with legislated freedom of information rights and privacy requirements • Respond and appropriately address 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
Leadership	• Participate in leadership activities relevant to designated role and clinical area in liaison with operational and professional AHP leadership teams • Contribute to quality improvement activity planning and prioritisation • Actively seek and promote professional development opportunities for Allied health assistants/therapy assistants

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 Compensations (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
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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
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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.

Operational Management: *The operational (line) manager of the AHA provides 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.*

Professional Management *The professional manager of the AHA carries an Allied Health Professional role and provides professional guidance to the AHA 'collective workforce' and potentially to the individual AHA relevant to strategic direction and regulatory compliance. They have a strong role in contributing to deliverables from the Position Description outside of operations and assurance of ongoing professional development and annual performance review being effectively undertaken. They are typically consulted with and involved in recruitment of the AHA, performance development and management, and supervision.*