

Position Description

Position Title	Allied Health Assistant – Grade 3
Classification & Salary Range	Allied Health Assistant – Grade 3 (IN30)
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 -> Team Leader -> OPERATIONAL: Health & Ageing Team Leader, Community Health PROFESSIONAL: Designated Profession Manager / Allied Health Workforce Support Manager
Last Updated	October 2026

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 'Role Specific Attachments'.

Major Duties and 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

Key Selection Criteria

Essential Selection Criteria:

- 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 Selection Criteria:

- 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

Qualifications

Completion of Certificate IV (Allied Health Assistant) from a registered training organisation, or recognised equivalent inclusive of relevant discipline modules aligned to advertised role.

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. Read more about Eastern Health's strategic goals [here](#).



Our Commitment to Diversity, Equity and Inclusion

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

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. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring and improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. For more information, please click [here](#).

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to providing and maintaining 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, particularly 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.



Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click [here](#) and for Staff Wellbeing please click [here](#).

Final 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 influenza prior to commencing employment.

Application Support

If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____

Date: _____

Role Specific Attachments



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.*