

<b>Position Title:</b>	Allied Health Assistant
<b>Operationally Reports to:</b>	Divisional Operations Director Acute Allied Health and Ambulatory Aged Care Services or relevant Allied Health Discipline Manager
<b>Department:</b>	Acute Allied Health and Ambulatory Aged Care Services Division
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	P0607
<b>Code &amp; classification:</b>	Grade 1 (IN28)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Euroa, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



### Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.



# GV Health

## CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.



### ROLE STATEMENT:

The Allied Health Assistant (AHA) assists health professionals to deliver client centered services across the hospital, community and home environments. The AHA works across a variety of inpatient services and within the Community Rehabilitation Centre (CRC). The role involves completing a variety of direct and indirect clinical and administrative tasks. The AHA may assist a client to complete an exercise program or activity of daily living, assist with facilitating a group program, order, clean and manage delivery of equipment and assist with the co-ordination of resources required for health professionals and clients.

AHAs work under the direction of health professionals including physiotherapists, occupational therapists (OT), speech pathologists, dietitians, exercise physiologists, social workers and podiatrists. This is a rotational position, and opportunities exist to work in hospital-based acute and subacute wards, and in hydrotherapy, pulmonary rehabilitation, cardiac rehabilitation, Rehabilitation in the home, and Community Rehabilitation.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

### KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Complete therapy programs (exercise or activity) as directed by the health professional
- Facilitate or assist with therapy groups – including inpatient and outpatient groups, inclusive of equipment organisation, set up and pack and delivering group therapy program
- Complete documentation and statistical information of clinical input in line with GV Health and departmental policies
- Equipment management – stock take, ordering, preparing, cleaning and patient delivery of equipment as delegated by AHPs
- Administrative tasks – photocopying, collating files, discharge paperwork and processing, complete time tables/schedules and cleaning therapy spaces
- Participate in regular mentoring and clinical supervision with health professional or senior AHA
- Attendance at Allied Health Assistant meetings and other departmental meetings depending on rotation
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Carry out duties as per the relevant duty routines
- Undertake relevant study days and tasks to complete the requirements for Certificate III or IV in AHA



## 1. Provide quality and safe clinical care for consumers

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure
- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Promptly report vital consumer observations that are outside the normal range as per clinical guidelines
- Ensure an effective discharge from hospital or services that reflects the needs of the consumer
- Complete therapy programs as prescribed by the health professionals – advise health professional if program becomes unsuitable (too difficult or too easy)
- Document and complete VHMIS for any clinical incidents and ensure discuss same with senior staff and manager

## 2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.
- Ensure timely and appropriate communication with health professional in regards to patient/client's attendance and performance in therapy (e.g. decline/improvement in condition/performance/attendance)
- Ensure behaviour is in line with organisational and departmental developed CREATE values/behaviours

## 3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

## 4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in departmental mentoring program (minimum monthly) – clinical reasoning, clinical reflection and self reflection all to be covered throughout mentoring process
- Take responsibility for own learning and development through – mentoring, feedback and professional development opportunities



# GV Health



- Support the development of others by acting as a resource to colleagues and participating in orientation and preceptoring of new employees and supervising students
- Provision of appropriate supervision to less experienced clinical employees
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.

## **QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.
- Complete VHMIS incident reports for all incidents to self or others, report same to senior staff and manager
- Complete all mandatory training in line with organisational and departmental guidelines

## **OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:**

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Participate in mentoring program to continuously review clinical practice
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health care provider

## **KEY PERFORMANCE INDICATORS:**

- Working within scope of practice under direct or indirect supervision from Allied Health Professional
- Attendance and active participation at meetings as required
- Attendance and active participation in mentoring program
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Successful Completion of a Certificate III or IV in Allied Health Assistance
- Active participation in the Performance and Development review process



# GVHealth

## KEY SELECTION CRITERIA:

### Mandatory:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Eligible for selection into Certificate III or IV in Allied Health Assistance or equivalent
- Commitment to completing the required coursework for certificate course completion
- Ability to work collaboratively as part of a multi-disciplinary team
- A willingness to contribute to quality patient care
- Well-developed interpersonal skills, with willingness to communicate effectively with other staff, patients and families
- Commitment to professional work ethic
- Basic computer skills
- Evidence of full vaccination against COVID-19 and Influenza
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.





## Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> <li>▪ manual handling ( pushing, pulling equipment)</li> <li>▪ general consumer handling and clinical duties</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ pushing pulling trolleys and equipment</li> <li>▪ working alone</li> <li>▪ general clerical, administration work, computer work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ operating equipment</li> <li>▪ handling general and infectious waste</li> <li>▪ participating in shift work and on-call</li> </ul>	<ul style="list-style-type: none"> <li>▪ Exposure to substances and hazardous materials</li> <li>▪ working at other locations may be required</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> <li>▪ driving a motor vehicle</li> </ul>

<b>Reviewed by</b>	<b>Executive Director People &amp; Culture</b>
<b>Issued</b>	<b>September 2020</b>
<b>Reviewed</b>	<b>September 2024</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_

\_\_\_\_\_  
(Print Name)