

## Employee Position Description

Position Details				
<b>Position Title:</b> Allied Health Assistant	<b>Department:</b> Physiotherapy	<b>Agreement:</b> Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015		
<b>Reports To:</b> Manager Physiotherapy	<b>Location:</b> All sites but predominately based at Hawthorn or Richmond or Doncaster			
<b>Direct Reports:</b> Allied Health Assistants	<b>Employment Status:</b> Full Time Permanent	<b>Classification:</b> Grade 3		
Position Primary Purpose				
<p>To provide clinical and operational leadership to the Physiotherapy Allied Health Assistant team in the delivery of clinical services across multiple revenue streams relevant to clinic &amp; community based Physiotherapy services. To support the manager and the Physiotherapy team in the identification and analysis of service development needs, workforce planning and implementation of service delivery improvements to deliver high value, client focussed health care in a manner that maximizes operational performance.</p> <p>The position will support clinical best practice through the development of staff skill, competencies and scope of practice, to ensure the delivery of coordinated and high quality clinical services to clients. This position will have a clinical caseload and supervisory role of AHA staff. The role is expected to foster an environment that reflects consumer and person-centred care focus. This includes working with clients and carers to assist them to achieve their disability and health related goals, using a multidisciplinary team approach. The role requires excellent administrative, IT, organizational and communication skills, the ability to work independently, a willingness to work across Access Health and Community sites as well as in an outreach capacity and a commitment to improving the way health services are delivered for clients and patients.</p>				
Decision Making Authority		Key Relationships		
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>• Rostering of staff to meet operational needs</li> <li>• Decisions pertaining to clinical service delivery where significant risk to client or staff is not identified.</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>• Senior Manger Allied Health</li> <li>• Mangers in Allied Health</li> <li>• Senior clinicians in Allied Health</li> <li>• Manager Access and Coordination</li> <li>• Manager Quality</li> <li>• Data Management Officer</li> <li>• Physiotherapists</li> <li>• Intake &amp; Reception Staff</li> <li>• Colleagues in Allied Health, Mental Health, Medical and Community services</li> </ul>		
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i>				
Version No: 1	Last Updated: 14/5/19	Author: Allied Health Team	Approved By: Kylie Durant	Page 1 of 4

Key Accountabilities	
Focus Areas	Responsibilities
<b>Provision of Clinical Services</b>	<ul style="list-style-type: none"> <li>• Provide Physiotherapy Allied Health Assistant (AHA) group and individual services for community based clients including involvement of other members of the multidisciplinary team where indicated</li> <li>• Proactively identify own educational needs and form networks to ensure practice maintained at benchmark level.</li> <li>• Demonstrate operational understanding of relevant funding streams and implications for care delivery</li> <li>• Be aware of and compliant with documentation, record keeping and administrative requirements of all funding streams, legislation and Access Health &amp; Community Policies and Procedures relevant to community based Physiotherapy</li> <li>• Partner with consumers to deliver care ensuring compliance with National Safety and Quality Standards, relevant Government and Funding stream requirements and Access Health &amp; Community Policies and Procedures.</li> <li>• Model effective collaboration with a multidisciplinary model of care to enhance clinical outcomes of clients</li> <li>• Have a demonstrated application of contemporary infection control standards and practices.</li> <li>• Contributes to improvement by identifying strengths and weaknesses of current processes</li> <li>• Provides high value healthcare</li> <li>• Understand roles and interdependencies of other departments and divisions at AccessHC</li> <li>• Understands funding and revenue streams relevant to providing Physiotherapy based services</li> </ul>
<b>Clinical leadership</b>	<ul style="list-style-type: none"> <li>• Provide clinical leadership to the Physio AHA team in the delivery of clinical services including promotion of an active learning environment.</li> <li>• Provide guidance for AHAs to implement client treatment plans.</li> <li>• Supervise and delegate appropriate clinical and administrative tasks to volunteers</li> <li>• Support the Physiotherapy Manager to develop the operational management structure for the AHA team</li> <li>• Support the Physiotherapy Manager to implement a competency based clinician development program</li> <li>• Supply support and training for AHA team members pursuing own attainment or assisting others to attain competencies where appropriate.</li> <li>• Assist with and lead development AHA staff work plans and annual performance development reviews</li> <li>• Actively participate in supervision</li> </ul>

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Version No: 1	Last Updated: 14/5/19	Author: Allied Health Team	Approved By: Kylie Durant	Page 2 of 4
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Key Accountabilities	
Focus Areas	Responsibilities
<b>Service development</b>	<ul style="list-style-type: none"> <li>• Manages own workload to deliver and drive results</li> <li>• Supports Physiotherapy manager to develop and embed practices and processes that drive productive and efficient teamwork</li> <li>• Support the Physiotherapy Manager by assisting to analyse gaps in service needs and workforce capability to inform appropriate education program and workforce planning development</li> <li>• Provide support and oversee the supervision of members of the AHA team to optimize delivery of evidence based, holistic care for community clients</li> <li>• Support the Physiotherapy manager with assistance to develop, implement and monitor AHA KPIs.</li> <li>• Involvement with and, where relevant, leadership of quality improvement activities within the Physiotherapy team</li> <li>• Support the Physiotherapy manager with recruitment and selection of vacant AHA positions</li> <li>• Participate in a portfolio group or special project as instructed by supervisor, senior clinician or Physiotherapy Manager.</li> </ul>
<b>Health Promotion</b>	<ul style="list-style-type: none"> <li>• Support the organisation and delivery of community education sessions to other agencies to promote the services delivered by the team.</li> <li>• Contribute to the provision of health promotion and prevention strategies to individual clients and their families.</li> <li>• Identify and target services to those most at risk.</li> </ul>
<b>Models of Care</b>	<ul style="list-style-type: none"> <li>• Understand and work within an Active Service Model and a Biopsychosocial model of health.</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Integrity, Accountability, Innovation and Excellence.</b></li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct.</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position.</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times.</li> <li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.</li> <li>• Works collaboratively within and outside the team</li> </ul>

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Selection Criteria	
<p><b>Standard selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check</li> <li>• Working With Children Check</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <ul style="list-style-type: none"> <li>• Certificate IV Allied Health assistant or relevant other</li> <li>• Minimum of 4 years' experience in an Allied Health Assistant role within a health environment</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<p><b>Key skills and attributes</b></p> <ul style="list-style-type: none"> <li>• High level clinical skills and experience in the delivery of Physiotherapy AHA services</li> <li>• Strong communication and interpersonal skills</li> <li>• Commitment to continuous quality improvement and health promotion principles</li> <li>• Effective time management and prioritisation skills</li> <li>• Well-developed presentation and report writing skills</li> <li>• High level of accuracy and attention to detail</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Strong analytical and problem solving skills</li> <li>• Demonstrated ability to work in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> <li>• Driver's Licence (only if driving is an inherent requirement of the role)</li> </ul>
<p><i>Access Health and Community is a Child Safe Organisation</i></p> <p><i>Access Health and Community actively encourages applications from Aboriginal peoples and people from a culturally and/or linguistically diverse background</i></p> <p><i>Access Health and Community is a provider of disability services. Successful applicants will be required to undertake a Disability Worker Exclusion Scheme and if necessary, an International Police check prior to any appointment</i></p>	

Authorisations	
<p><b>Employee Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>	<p><b>Manager Name:</b></p> <p><b>Signature:</b> _____</p> <p><b>Date:</b>    /    /</p>