

Position Description



1. General Information

Position Title:	Allied Health Assistant
Position Reports to:	Deputy Manager Physiotherapy
Enterprise/Individual Agreement:	Epworth Healthcare Health & Allied Services Enterprise Agreement
Classification/Grade:	Grade 3, Year 3
Location:	Epworth Richmond
Employment Status:	Part Time
Key Relationships - internal and external	<ul style="list-style-type: none">• Patients and family members & visitors• Multi-disciplinary team members• External service providers and referrers

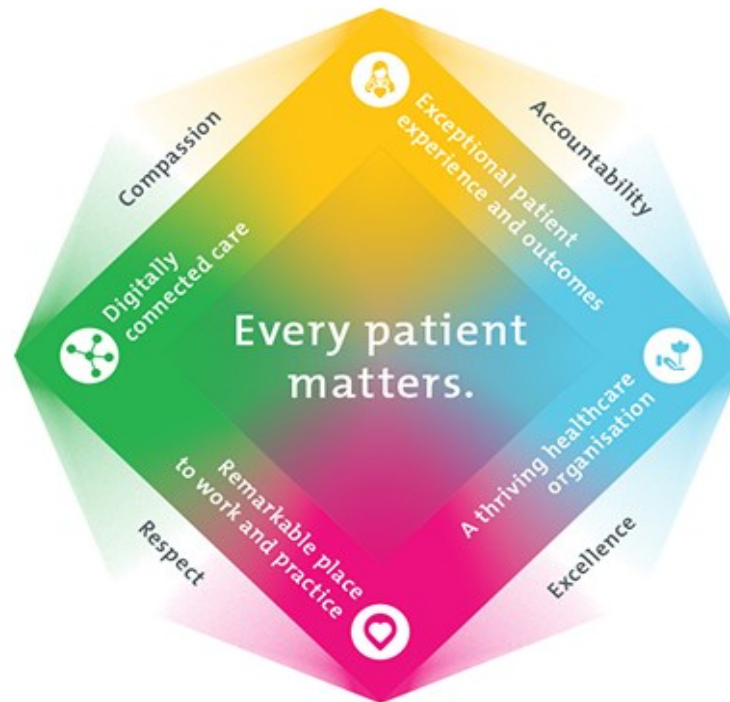
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centred care with compassion and dignity.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Connected Care – Partner with our patients through an integrated, holistic experience tailored to their needs and choices, enabling them to achieve their wellness potential
Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience
Innovative Practice – Make a difference to our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery
Sustainability – Be accountable to use resources wisely; to ensure organisational sustainability, enhance access, support the patient journey and create greater capacity for care.

4. Purpose of the Position

The primary function of an Allied Health Assistant is to support the Allied Health Professionals in the provision of competent, responsible, quality patient / client care. An Allied Health Assistant will, under the direction and / or supervision of an Allied Health Professional, directly assist in the provision of therapeutic procedures and activities on a group and / or individual basis. Working within a team-based framework, an Allied Health Assistant will contribute to the overall performance of the department team.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Clinical Care/Professional Practice</p> <ul style="list-style-type: none"> • Ensure optimal level of function and independence for all clients through following the guidance and instructions of the Allied Health team • Establish and maintain appropriate standards of practice relating to client interactions and family liaison • Demonstrate empathy and compassion and encourage client and family members participation in all stages of care • Practice within the scope of an Allied Health Assistant • Practice in accordance with the National Safety and Quality Health Services(NSQHS) Standards • Maintain patient confidentiality as prescribed by the relevant acts and organizational policies and procedures • Understand and implement Epworth HealthCare Policies and Procedures and departmental work place instructions 	<ul style="list-style-type: none"> • Compliance with mandatory and team-based documentation in the client’s electronic medical records within agreed timeframes • Timely intervention is provided to support the team in achieving client’s goals • Sound relationships are developed and maintained with customers, family and colleagues • Compliance with NSQHS and clinical competencies • Compliance with accepted professional standards • Compliance with legislative and common law requirements including Privacy Act and Health Records Act • Adherence to all Epworth Policies and Procedures
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved recovery in a trusting, caring environment and also creates a safe environment for patients and employees.</p>	<ul style="list-style-type: none"> • Ensure the clients have the opportunity to actively participate in their treatment planning and implementation • Issues or concerns are proactively escalated to the manager and resolved in a timely manner • Compliments recorded on Riskman

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<ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand a client's family circumstances, expectations and issues 	<ul style="list-style-type: none"> • Consistently meet or exceeds the expectations of our clients and customers at all times • Awareness of Epworth HealthCare's complaints process and assistance provided to clients if required
<p>Team Work /Communication</p> <ul style="list-style-type: none"> • Actively participate as a member of the team • Provide positive and constructive feedback to other team members 	<ul style="list-style-type: none"> • Collaborate effectively with all other team members and external agencies for efficient client management
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Provide suggestions and feedback to consistently improve service delivery, clinical practice and patient satisfaction • Promote and enhance Epworth HealthCare and the department's positive image within the community 	<ul style="list-style-type: none"> • Demonstrated commitment to Australian Commission on Safety and Quality in Health Care, National Safety and Quality HealthCare Services (NSQHS) Standards • Under direction of senior staff departmental resources, equipment and educational information are maintained and updated
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Participate in ongoing professional development by upgrading clinical competencies and knowledge and participating in both internal and external educational opportunities • Actively participate in Performance Development Plan annually and evaluate personal performance and plan self-development 	<ul style="list-style-type: none"> • Attendance in internal and external professional development educational forums • Participation in in-service and education activities • Completion of performance review and development plan
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Adherence to Epworth OHS policies, protocols and safe work procedures at all times • Mandatory training completed at agreed frequency

<ul style="list-style-type: none"> Report all hazards, incidents, injuries and near misses immediately to the manager and log them in RiskMan 	
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6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> Allied Health Assistant course or currently undertaking study in an Allied Health/Nursing Bachelor or Master's Degree Driver's licence
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> Well-developed organisational and planning skills Ability to interact and collaborate with all members of a multidisciplinary team Ability to engage and work effectively with families Good verbal and written communication and presentation skills Innovative, proactive and creative attitude to problem solving Excellent computer literacy including MS Office Word & Excel Is customer-focussed/person-centred in-service provision and evaluation Ability to drive a motor vehicle and holds a full current driver's licence <p>Desirable</p> <ul style="list-style-type: none"> Skills in conflict resolution and ability to manage challenging behaviour
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours	<p>Essential</p> <ul style="list-style-type: none"> Ability to work autonomously Sensitive to cultural, racial and gender differences Helpful and professional manner

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<ul style="list-style-type: none">• Respect• Excellence• Compassion• Community• Integrity• Accountability	Desirable <ul style="list-style-type: none">• Flexibility to assist others within the department and across sites as required
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2020	February 2023	Community Rehabilitation Manager

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____