

POSITION DESCRIPTION - Allied Health Assistant

Part 1 - Expectations for Your Role

Position	Allied Health Assistant
Service/ Program	Community Health Paediatric and Counselling Service
Industrial Instrument	HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multi Enterprise Agreement 2018-2022
Instrument Classification	Allied Health Assistant - Grade 1
Reports to	Program Manager
Effective Date	April 2025

Key Deliverables

- Provide assistance within the Child Development and School Readiness Allied Health Teams to support family-centred, effective and efficient service delivery
- Support both individual and group therapy across the teams, including in the development of Educator Talks
- Assist clinicians with the provision of quality goal focused care using evidenced informed strategies
- support delivery of the Parent Child Mother Goose (PCMG) group programs
- support Clinical Lead/ Manager Child Development, Allied Health Services with review and update of templates, forms, newsletters that are used in service delivery.
- Work effectively in a multi-disciplinary team
- Prepare and implement programs for children groups under the direction and supervision of clinicians.
- Assist with the planning, preparation and running a range of groups programs which focus on skills development and tracking of improvements
- Perform service delivery tasks including communication with parents, following up, assisting with completing registration, facilitating referrals, sending reminder calls/ text Messages
- Feedback to the supervising clinician outcome of interventions and any observed changes in child's development to meet goals of intervention.
- Ensure that preparation and room is set in accordance with requirements for all groups prior to the commencement and that the resources are readied for another



activity at the completion of each session

- Ensure equipment and resources are safely utilised and maintained in a good condition and in compliance with infection control policies, procedures and work instructions
- Contribute to database entry and reporting requirements for the groups and individual contacts
- Provide prompt response to all relevant enquiries (telephone/ in person) and document in electronic health record.
- Ensure that the appropriate communication for CALO and indigenous clients is culturally sensitive, and interpreters are engaged as required
- Ensure confidentiality and privacy is maintained
- Document direct and indirect service activities in the client's electronic health record
- Contribute to the coordination of Child Development Team services including management of the waiting lists in accordance with funding priority criteria and to meet consumer and business goals
- Monitor client and group waitlists in the Client Management System (TrakCare) on a regular basis
- Group administration including ensuring relevant group, medical and other administration forms are completed
- Participate in regular team meetings and undertake agreed tasks
- Any other duties appropriate to the position as directed by the Clinical Leads and/or Program Manager
- Maintain relevant skills and knowledge through participation in relevant in-service educational programs. Networks, workshops and seminars
- Participate in formal supervision and actively seek supervision when needed
- Participate in performance review process in accordance with organisational requirements

Skills & Knowledge

- Understanding of children's developmental stages
- Experience working/ interacting with young children
- Training as a Parent- Child Mother Goose Teacher
- High level verbal and written communication, interpersonal and negotiation skills.
- Exceptional time management, ability to prioritise workload and meet deadlines.
- Ability building rapport and develop respectful relationships with families and children.
- Emotional intelligence, personal resilience, and tenacity.
- Advanced computer literacy.

Qualification/Registrations/Licences (Mandatory only)

- Certificate III or IV in Allied Health Assistant
- Early Childhood qualification
- First aid and CPR

Physical Requirements

- able to sit at a computer for up to 4-6 hours per day.
- ability to travel between Each office locations.
- ability to travel within the service area and meet with families and services in the community.



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Adhere to Each’s Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.