

**POSITION DESCRIPTION – Allied Health Assistant****Part 1 – Expectations for Your Role**

Position	Allied Health Assistant Grade 2
Service / Program	Allied Health- Physiotherapy and Exercise Physiology Team
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Allied Health Assistant Level 2
Reports to	Team Leader - Physiotherapy and Exercise Physiology
Effective Date	December 2025

Key Deliverables

- **Health Assessments:** Support comprehensive health and group screening assessments under the supervision of Allied Health Professionals (AHPs)
- **Customer Support:** Assist customers in achieving health goals and implementing care plans
- **Referrals:** Action appropriate referrals to health professionals/services as outlined in care plans
- **Health Engagement:** Reduce barriers for customers accessing or maintaining involvement with health services
- **Outcome Reporting:** Provide timely feedback and health outcome reports to supervising AHPs
- **Program Delivery:** Assist with implementing, delivering, and evaluating exercise group programs
- **Program Development:** Contribute to the ongoing improvement of programs through feedback and development activities
- **Compliance & Quality:** Ensure service delivery aligns with funding requirements, quality standards, and evidence-based best practice
- **Team Collaboration:** Participate in team meetings, staff discussions, and supervision as a contributing team member
- **Role Modelling:** Demonstrate professionalism and act as a positive role model within the team
- **Administration:** Support administrative tasks related to individual and group services, including documentation and scheduling
- **Equipment Management:** Ensure safe use and maintenance of equipment and resources
- **Infection Control:** Comply with infection prevention and workplace safety procedures
- **Documentation:** Maintain accurate and timely records in accordance with organisational and compliance standards
- **Ethical Practice:** Uphold ethical, client-centered, and professional standards, including EACH's Code of Conduct

Skills

- **Interpersonal Skills:** Ability to develop positive relationships and understand diverse client needs
- **Communication:** Excellent verbal and written communication across individual and group settings
- **Time Management:** Strong organisational and time management skills to balance competing tasks
- **Teamwork:** Collaborative, supportive, and flexible approach to working in team environments



- **Cultural Competence:** Ability to engage effectively with individuals from diverse cultural and linguistic backgrounds
- **Client-Centered Approach:** Demonstrates empathy, non-judgment, and a strengths-based mindset in client interactions
- **Adaptability:** Capable of adjusting to evolving service needs, feedback, and challenges
- **Professionalism:** Committed to ethical conduct, boundaries, and evidence-based practice
- **Technical Proficiency:** Confident in using Microsoft Office Suite and digital tools for documentation and reporting
 - **Problem Solving:** Able to assess issues, consider options, and take appropriate action in line with professional guidelines

Experience and Knowledge

- **Allied Health Support:** Demonstrated experience working as an Allied Health Assistant or in a similar role within aged care or community health settings
- **Health & Wellness Programs:** Experience supporting the delivery of prescribed exercise or wellness programs in individual and group settings
- **Diverse Needs Awareness:** Understanding of the needs of people from CALD backgrounds, particularly older and frail individuals
- **Community Health Understanding:** Familiarity with the primary care environment and community-based health services
- **Chronic Condition Support (Desirable):** Knowledge of chronic disease self-management principles and practices

Qualification/Registrations/Licences (*Mandatory only*)

- Allied Health Assistant- Cert IV
- First aid certificate
- Valid state-based driver's license

Physical Requirements

- **Office Mobility:** Move around the office and walk up/down stairs. Demonstrate and facilitate exercises to clients
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies)
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video
- **Travel:** Travel between Each locations

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



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. These considerations extend to all of our customers inclusive of priority populations.

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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

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.