

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

Position	Allied Health Assistant (client administration and coordination)
Service / Program	Community Health Paediatrics and Counselling Service
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Allied Health Assistant - Grade 1
Reports to	Program Manager
Effective Date	June 2025

Key Deliverables

General Responsibilities

- Work collaboratively within a multi-disciplinary team to support effective and integrated service delivery.
- Maintain strict confidentiality and respect for clients' privacy at all times.
- Attend and actively participate in regular team meetings, contributing to agreed tasks and actions.
- Engage in ongoing professional development through relevant in-service training, workshops, seminars, and professional networks.
- Participate in formal supervision and proactively seek guidance when needed.
- Contribute to the performance review process in accordance with organizational policies.
- Perform any other duties appropriate to the role as directed by Clinical Leads or the Program Manager.
- Ensure culturally sensitive communication with CALD and Aboriginal or Torres Strait Islander clients, including engaging interpreters as required.
- Working across both Ringwood East and Ferntree gully Each sites as required.

Group Therapy Support & Facilitation

- Assist with planning, preparation, delivery, and follow-up of allied health-led group programs focused on skill development and progress tracking.
- Support both individual and group therapy sessions, including facilitating assessments and group activities.
- Support the delivery of Parent Child Mother Goose (PCMG) group programs, including stepping in as a facilitator when needed and completing post-session follow-up.
- Provide feedback to supervising clinicians regarding group outcomes and any developmental changes observed in children.
- Prepare therapy rooms and ensure resources are available and appropriately set up prior to group sessions.
- Complete administrative tasks related to groups, including medical, attendance, and session documentation.

Individual Client and Team Support

- Support the Child Development and School Readiness Allied Health Teams in delivering family-cantered, effective, and timely services.
- Assist with home/clinic program follow-ups, NDIS application support, and completion of caregiver questionnaires.
- Implement therapy programs under the supervision of clinicians.



- Support team leaders with administrative tasks such as updating templates, forms, and service newsletters.
- Conduct case history phone calls with clients to collect personal and developmental information in preparation for individual, group, or educational service delivery.
- Liaise with external stakeholders (e.g., GPs) to gather required client information, ensuring appropriate consent is obtained.

Administrative Duties

- Perform service-related administrative tasks including parent communication, facilitating referrals, supporting registration, and sending appointment reminders.
- Support clinical and program leads in managing client waitlists, contacting clients, and scheduling appointments, including regular monitoring and updates in the Client Management System (TrakCare), aligned with funding priorities and organizational goals.
- Develop and maintain therapeutic resources using software such as Boardmaker and Microsoft Office.
- Ensure therapy equipment and resources are used safely, remain in good condition, and comply with infection control policies and procedures.
- Contribute to data entry and reporting for both individual and group service delivery.
- Respond professionally and promptly to enquiries (via phone, email, or in-person) and document all interactions in the electronic health record.
- Accurately record direct and indirect service activities in clients' electronic health records.
- Management of the Child development team correspondence inbox and support client and other stakeholder enquiries.

Skills

- High level verbal and written communication, interpersonal and negotiation skills.
- Exceptional time management, ability to prioritise workload and meet deadlines.
- Ability to build rapport and develop respectful relationships with families and children.
- Emotional intelligence, personal resilience, and tenacity.
- Advanced computer literacy.

Experience and Knowledge

- Understanding of children's developmental stages.
- Experience working/ interacting with young children.
- Training as a Parent- Child Mother Goose Teacher (can receive training if required).

Qualification/Registrations/Licences

- Certificate III or IV in Allied Health Assistant and/or Early Childhood qualification.
- State based driver's license.
- First aid and CPR.

Physical Requirements

- Ability to sit at a computer for up to 4-6 hours per day.
- Ability to travel between Each office locations with own vehicle.
- Ability to manage hot desk working environment by booking own work stations as required.
- 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

An Each employee is responsible for:

- 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.