



POSITION DESCRIPTION - Allied Health Assistant – NDIS Children's Therapy Support	
Part 1 – Expectations for Your Role	
Position	Allied Health Assistant
Service / Program	Primary Care - Community Health Paediatric and Counselling Services
Industrial Instrument	Each Agreement
Instrument Classification	Support Services Level 2
Reports to	Team Leader Administration and Projects – Community Health Paediatric & Counselling Services
Effective Date	May 2025

Key Deliverables

- **Oversee:** Prepare and implement programs for children's groups under the direction and supervision of clinicians
- **Program Support:** Provide assistance within the NDIS Children's Therapy Support and Community Health Paediatric and Counselling Services Teams with individual and group therapy to support family-centred, effective and efficient service delivery
- **Documentation:** Support Team Leads/ Manager NDIS Children's Therapy Support Service and Community Health Paediatric and Counselling Services with review and update of templates, forms, newsletters that are used in service delivery
- **Implement Feedback:** Assist with the planning, preparation and delivery of 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 and sending reminder calls/ text messages
- Provide feedback to the supervising clinician about outcomes of interventions and any observed changes in child's development to meet goals of intervention
- **Professional Development:** 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
- Analyse data, trends and themes to allow comprehensive reporting to funding bodies
- Assist clinicians with the provision of quality goal focused care using evidenced informed strategies
- Ensure that preparation and room is set in accordance with requirements for all groups prior to the commencement and that the resources are ready for another activity at the completion of each session
- Ensure equipment and resources are safely utilised and maintained in 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 records.
- Ensure that the appropriate communication for CALO and indigenous clients is culturally sensitive, and interpreters are engaged as required
- Document direct and indirect service activities in the client's electronic health record
- Contribute to the coordination of the NDIS Children's Therapy Support 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 Systems (TrakCare & Carelink) 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
- **Values Upholding:** Uphold client-centered values.
- **Self-Determination & Boundaries:** Promote self-determination, healthy boundaries, and self-care.
- **Health & Safety:** Follow WHS policies to ensure safety.
- **Confidentiality & Fairness:** Maintain confidentiality and fairness in client interactions.
- **Policy Adherence:** Adhere to Each policies and guidelines on confidentiality/family violence.

Skills

- **Interpersonal Skills:** Understanding of children's developmental stages
- **Engagement:** High level verbal and written communication, interpersonal and negotiation skills.
- **Self-Improvement:** Open to feedback and self-care for personal growth.
- **Compassion:** Promotes hope, optimism, and compassion.
- **Client-Focused Approach:** Non-judgmental, client-focused approach.
- **Teamwork:** Collaborative and flexible team player.
- **Knowledge Development:** Experience working/ interacting with young children
- **Commitment:** Dedicated to human rights, trauma-informed care, and harm minimization.
- **Awareness:** Emotional intelligence, personal resilience, and tenacity
- **Technical Skills:** Advanced computer literacy
- **Organisational Skills:** Strong administrative and organizational abilities.
- Exceptional time management, ability to prioritise workload and meet deadlines.
- Ability to build rapport and develop respectful relationships with families and children

Experience and Knowledge

- **Sector Knowledge:** Appreciation and understanding of the not-for-profit or health sector, with awareness of industry-specific needs and compliance requirements.

Qualification/Registrations/Licences (*Mandatory only*)

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

Physical Requirements

- **Office Environment:** Ability to sit at a computer for up to 4-6 hours per day.
- **Travel:** Ability to travel between Each office locations, 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

Each employee is responsible for their 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).

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.
- Ensures 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.