

Position Description



1. General Information

Position Title:	Allied Health Assistant
Division/Department:	Epworth Richmond/Physiotherapy Department
Position Reports to:	Deputy Manager Physiotherapy or Allied Health Manager or other as delegated by Manager
Enterprise/Individual Agreement:	Epworth Healthcare Health & Allied Services Enterprise Agreement (HSUA No. 1)
Classification/Grade:	Grade 2: AHA21-AHA25
Location:	Richmond
Employment Status:	Part time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	<ul style="list-style-type: none">• Patients and family members & visitors• Multi-disciplinary team members and Nursing staff

2. Overview of Epworth HealthCare

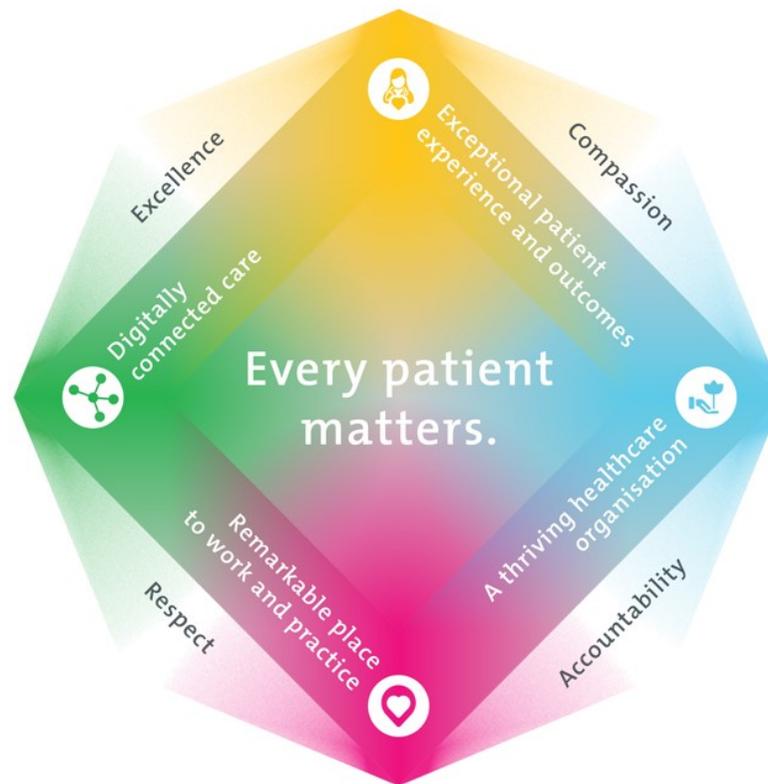
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

To provide optimal Allied Health Assistant services and positive clinical outcomes to the patient ensuring long-term health and wellbeing that is consistent with Epworth HealthCare's Vision and Values. Working within a multidisciplinary, provide effective clinical, educational, emotional support and holistic best practice care to the patient and the family. Promote excellence to our customers and the marketplace and support colleagues by sharing knowledge and expertise.

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 patients in the clinical caseload by appropriate assessments and treatments, provided in both individual and group sessions • Assess patient performance in relation to physical, cognitive, psychological aspects and their environment and determine appropriate physical interventions • Establish and maintain appropriate standards of practice relating to patient admission, assessment, treatment, family liaison and discharge planning • Implement, monitor and modify treatment programs within the clinical area as appropriate, using a patient centred evidence informed practice model of care • Demonstrate empathy and compassion and encourage patient and family members participation in all stages of care • To support Allied Health Professionals in the provision of competent, responsible and quality patient/client care. This includes working directly with an Allied Health Professional, working alone and/or in teams under supervision following a prescribed program of activity • 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 • Accurately document patient/client progress and maintain documents as required 	<ul style="list-style-type: none"> • Appropriate standards of practice relating to assessments and treatments are implemented in a timely manner • Compliance with mandatory and team based documentation in patients' medical records within agreed timeframes • Direct patient care provided within allocated time frames from referral to treatment and within funding parameters • Timely intervention is provided to support the team in achieving patients' length of stay goals • Sound relationships are developed and maintained with customers, family and colleagues • Patient satisfaction results meet organisational targets • Compliance with NSQHS and clinical competencies • Compliance with accepted Dietetics professional standards and Code of Ethics • Compliance with legislative and common law requirements including Privacy Act and Health Records Act • Adherence to all Epworth Policies and Procedures

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<ul style="list-style-type: none"> • Identify client circumstances that need additional input from the Allied Health Professional • Prioritise work and accept responsibility for outcomes within the scope of accountabilities • Practise in accordance with the National Safety and Quality Health Services (NSQHS) Standards • Demonstrate reflective, critical thinking and evidence based approach to the provision of patient care • 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 • Contribute to the development and maintenance of new and established clinical services within physiotherapy and the broader team 	
<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"> • 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 patients' and their family's (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Patients are given the opportunity to actively participate in their treatment planning and implementation • Use AIDET principles in all interactions • Issues or concerns are proactively escalated to the manager and resolved in a timely manner • Patient compliments are recorded in Riskman • Consistently meet or exceeds the expectations of our patients and customers at all times • Awareness of Epworth HealthCare's complaints process and assistance provided to patients if required • Effectively handle and resolve patient complaints in accordance with Patient Complaint Protocol

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<p>Leadership</p> <ul style="list-style-type: none"> • Provide supervision, education and support to Grade 1 AHA's and students as required 	<ul style="list-style-type: none"> • Effective supervision and support provided to staff and students • Supervision sessions and student assessments are completed and documented
<p>Team Work /Communication</p> <ul style="list-style-type: none"> • Actively participate as a member of the department and multidisciplinary team and relevant committees • Provide positive and constructive feedback to other team members • Use communication and interpersonal skills to assist in meeting the needs of clients • Demonstrate a capacity to work across a broad range of therapeutic and program related activities 	<ul style="list-style-type: none"> • Collaborate effectively with all other team members and external agencies, for efficient and effective caring patient management • Attendance and active participation in departmental and multidisciplinary team meetings
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Actively participate in quality activities ensuring opportunities for improvement are actively explored and best practice is achieved • 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"> • Evidence of participation in quality enhancement activities • Quality projects are completed within agreed time frame • Demonstrated commitment to Australian Commission on Safety and Quality in Health Care, National Safety and Quality HealthCare Services (NSQHS) Standards • 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 • Educate and support other AHA staff and students as required • Contribute to student development programs as directed 	<ul style="list-style-type: none"> • Participation in in-service and educational activities and events • Completion of objectives in performance review and development plan

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<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> Report all hazards, incidents, injuries and near misses immediately to the manager and log them in RiskMan 	<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 Incidents reported in RiskMan
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6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> Successful completion of at least Certificate III (AHA) from a registered training organisation and/or be completing undergraduate training and/or other relevant university qualification <p>Desirable</p> <ul style="list-style-type: none"> Relevant Post Graduate qualification
Previous Experience	<p>Desirable</p> <ul style="list-style-type: none"> Relevant experience as an Allied Health Assistant in a hospital, rehabilitation or community setting Previous experience in a leadership or supervisory role
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> An understanding of relevant assessments, monitoring and interventions Well-developed organisational and planning skills Ability to interact and collaborate with all members of a multidisciplinary team Good verbal and written communication and presentation skills Innovative, proactive and creative attitude to problem solving Excellent computer literacy including MS Office Word & Excel Knowledge and understanding of the National Standards and ACHS Accreditation Standards

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	<ul style="list-style-type: none"> • Demonstrate customer service focus 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 • Knowledge of medico-legal and health and safety issues as they relate to healthcare • Appropriate knowledge of community resources and services
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Community • Integrity • Accountability 	<p>Essential</p> <ul style="list-style-type: none"> • Professional Development is regarded as a priority • Ability to work autonomously • Sensitive to the psychosocial implications of illness • Sensitive to cultural, racial and gender differences • Helpful and professional manner • Flexibility to assist others within the department and across sites as required <p>Desirable</p> <ul style="list-style-type: none"> • Flexible and available to be on call and to work weekends as required

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2014	September 2022	Human Resources & Allied Health Managers

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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:
