

POSITION TITLE	Allied Health Assistant
DEPARTMENT	Community Care
REPORTS TO	Allied Health Team Leader
DIRECT REPORTS	Nil
AWARD	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) Single Interest Enterprise Agreement 2021-2025
CLASSIFICATION	IN28 – IN30 Dependent on qualifications
DATE OF CREATION/AMENDMENT	January 2026
CREATED/AMENDED BY	Allied Health Team Leader

“Caring for Our Community”

POSITION OBJECTIVES

The Allied Health Assistant (AHA) works under the delegation and direct supervision of a health professional using established work routines and methods to assist with therapeutic and program related activities. The AHA undertakes task directly supporting Outpatient Care, Acute and Transitional Care, Resident Aged Care and non-clinical tasks.

The roles and responsibilities are flexible and mixed to support the services and programs delivered by the Community Care team, and include health promotion, primary prevention and chronic disease management.

The Allied Health Assistant will:

- Work as part of a flexible, multidisciplinary team, and
- Work under the supervision and delegation framework for Allied Health Assistants to support allied health professionals to provide appropriate assessment and care

RESPONSIBILITIES & PERFORMANCE INDICATORS

- Support allied health professionals in planning, preparing, implementation, evaluating and reviewing activities required for individual therapy, interventions, groups and programs
- To support the allied health professionals, conduct home visits and carry out tasks as requested by clinicians for delivering, setting up and educating clients to use aids and equipment safely
- Conduct follow up phone calls to clients and other stakeholders in relation to their care plan/ treatment plan
- Actively participate in a coordinated team approach to person centred care by attending team and discharge planning meetings, and liaising with internal and external service providers regarding client care, as directed by allied health professional
- Undertake a range of service provision processes which may include, client intake processes, booking appointments, coordinating community visits, maintaining client databases/IT systems and administrative tasks under supervision
- Provide support to Community Care programs and services including Commonwealth Home Support Program, HACC PYP, Transition Care, National Disability Insurance Scheme, Home Care Packages, group exercises and education programs, as required
- Actively participate in Community Care quality improvement activities, including development and review of education resources, audits and client satisfaction surveys
- Actively participate in relevant internal and external continuing education and professional development
- Maintain accurate records, files and client information systems, under explicit direction with adherence to documentation standards
- Perform other duties as requested, as reasonable and appropriate, from time to time

QUALIFICATIONS / SKILLS

Essential:

- Certificate III or IV, Allied Health Assistance (completed or working towards) or other industry Allied Health experience deemed as relevant by the selection panel
- Level 2 First Aid Certificate, Current Victorian Driver's License, Current National Criminal History Check, Working with Children Check and NDIS Worker Screening Check
- Current Influenza Vaccinations (FluVax)

KEY SELECTION CRITERIA

- Demonstrated knowledge of the Microsoft Office Suite of applications and relevant client management systems and portals
- Demonstrated well developed interpersonal, written and verbal communication skills that enable effective communication with clients and colleagues
- Experience working in a multidisciplinary team and communicating with a range of health professionals, including allied health, nursing and health care workers
- Be adaptable, show initiative and the capacity to work under instruction with minimal supervision within an interdisciplinary team environment
- Possess a good level of personal physical fitness and well-being commensurate with the demands and expectations of the position
- Ability to deliver assistance to clients and allied health professionals with a positive and productive attitude

NDIS WORKER SCREENING CHECK

This role has been identified as a "risk assessed role" under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance

OCCUPATIONAL HEALTH, SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace
- Following safe work practices and using personal protective equipment as required
- Participate in OH&S consultation and OH&S training initiatives

- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities
- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk
- Perform only those tasks for which they have received appropriate training and instruction
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace
- Participate in emergency evacuation exercises

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montosorri actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change

D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months and five months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name (please print): _____

Signature: _____ Date: _____