

Position Description

Allied Health Assistant (Ability@Austin)

Classification:	Allied Health Assistant Grade 3 (IN30)
Business unit/department:	Ability@Austin
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Full-Time
Hours per week:	38
Reports to:	Ability@Austin Manager, Ability@Austin Grade 3 Dietitian
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	February 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

To contribute to a high-quality NDIS Participant experience at Austin Health, by performing delegated clinical and administrative tasks (NDIS Therapy Assistant Level 2).

The role has a key focus on supporting Participant-focused Home Enteral Nutrition Supports and will be required to undertake this work for 3 days per week. Support to other NDIS Providers will take place on the other days.

About the Directorate/Division/Department

Ability@Austin is the National Disability Insurance Scheme (NDIS) Provider at Austin Health. The service comprises a team of professionals who collaborate to meet the needs of people with complex disabilities. We operate a centralized service to support clinicians and therapists to deliver NDIS Supports through site-based and community settings.

The service operates across the Allied Health and Continuing Care Directorates.

Ability@Austin currently provides NDIS Supports through:

- Art Therapy
- Home Enteral Nutrition
- Orthotics & Prosthetics
- Spinal cord injury services: (Occupational Therapy, Physiotherapy & Posture, Pressure & Seating)
- Talbot Maker Space & community linking opportunities
- Tracheostomy Management
- Upper Limb Program

Ability@Austin is integrated with the health service and is regulated by the NDIS Quality and Safeguards Commission.

Position responsibilities

Clinical Care

- Support Participants to receive high quality NDIS Supports. This includes tasks such as:
 - Participant onboarding
 - Dietitian clinic preparation and set-up
 - Coordination with Disability Liaison Officers to support access
 - Basic Participant education
 - Communication between the Participant and care team
 - Participant appointment management
- Seek input from clinicians as required, organize own workload and set work priorities within the program established.
- Identify patient circumstances that need additional input from clinicians
- Monitor and report changes in patient's health status to the treating clinician.
- Build effective relationships with staff, colleagues and service providers to ensure optimal outcomes for Participants – including the Disability Liaison Officers.

Information management and administration

- Support a clear, consistent, and efficient NDIS Participant journey by following administrative processes such as:
 - Participant appointment management
 - Preparation for clinics
 - Inventory management
 - Ordering consumables for Participants
 - Invoicing & reporting
 - Drafting quotes and Plan Review Reports
- Document interventions in the patient medical record, in accordance with medico-legal and Austin Health documentation requirements.
- Work with minimum supervision to undertake non-clinical tasks as directed.
- Undertake departmental administration activities as directed.
- Support Ability@Austin compliance processes.

Professional Development:

- Participate in the Austin Health Performance Review and Development program.
- Ensure safe and effective Participant care by participating in regular supervision.
- Undertake education and training to ensure clinical practice is current and evidence based.



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Selection criteria

Essential knowledge and skills

- Demonstrated interpersonal skills that promote team engagement.
- An ability to work autonomously, problem solve and self-manage competing demands.
- A flexible and positive approach to teamwork and a willingness to undertake a broad range of clinical and non-clinical duties.
- An understanding of the basic theoretical principles of the work undertaken by **Dietitians** working in an acute hospital setting.
- High level written and verbal communication skills.
- A commitment to Austin Health Values.

Desirable but not essential:

- Relevant clinical experience in a healthcare setting

Professional qualifications and registration requirements

Successful completion of Certificate IV in Allied Health Assistance from a Registered Training Organisation or equivalent or working towards an Undergraduate or Postgraduate Degree in allied health.

Experience, interest and/or qualification in Nutrition and Dietetics would be highly regarded and relevant to this role.

A valid NDIS Worker Screening Check is essential.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:



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- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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